CompTIA A+ 220-802 Exam

Vendor: CompTIA

Exam Code: 220-802

Exam Name: CompTIA A+ Certification Exam

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QUESTION 1

A PC has sensitive data that must be destroyed, before the PC is redeployed. A technician has been tasked with completely wiping the PC hard drive. Which of the following methods is BEST for the technician to use?

A. Quick format
B. FDISK
C. Low level format
D. Standard format

Correct Answer: C

QUESTION 2

An attack that creates a website that looks like another website, with the purpose of learning someone's account information is called which of the following?

A. Virus
B. Shoulder surfing
C. Trojan
D. Phishing

Correct Answer: D

QUESTION 3

A technician is creating a batch script that auto-assigns a particular drive share to a drive letter upon login. Which of the following commands can accomplish this?

A. NET USE
B. PING
C. XCOPY
D. IPCONFIG

Correct Answer: A

QUESTION 4

An office of 25 computers is interested in employing a file server, network shares, and print server functionality. Which of the following network setups would be BEST suited for this situation?

A. Ad-hoc
B. Workgroup

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C. Domain
D. Token ring

Correct Answer: C

QUESTION 5
Which of the following terms BEST describes the software or hardware used to manage virtual machines?

A. Hypervisor
B. Cloud Server Manager
C. Supervisor
D. Virtual Disk Manager

Correct Answer: A

QUESTION 6
A technician is required to change a setting for HKEY_Local_Machine. Which of the following would the technician use to change this?

A. BCEDIT
B. WEP setup
C. MSCONFIG
D. REGEDIT

Correct Answer: D

QUESTION 7
A technician is working on a PC that utilizes a RAID array for operation. The user of the system has reported that random files are becoming corrupted on creation with no pattern to the activity. One drive in the array is likely failing and causing the read/write failures. Which of the following Types of RAID is MOST likely in use?

A. RAID 0
B. RAID 1
C. RAID 5
D. RAID 10

Correct Answer: A

QUESTION 8

Which of the following Control Panel utilities will allow a technician to change the associated file type in a Windows XP machine?

A. Folder options
B. Administrator tools
C. Accessibility options
D. Regional and language options

Correct Answer: A

QUESTION 9

Which of the following keys, when pressed immediately after the BIOS test, will display Windows Boot Manager on a Windows 7 PC?

A. f2
B. f8
C. esc
D. delete

Correct Answer: C

QUESTION 10

Which of the following Windows 7 versions comes with the LARGEST number of multimedia features?

A. Enterprise
B. Home Premium
C. Professional
D. Starter

Correct Answer: B

QUESTION 11

A technician wants to know if a PC has an embedded wireless card. Which of the following tools should be used?

A. Device Manager
B. Component Services
C. Services
D. System Configuration

Correct Answer: A

QUESTION 12

A technician notices multiple disk errors in the Event Viewer. Which of the following tools would BEST diagnose this issue?

A. CHKDSK
B. FDISK
C. BOOTREC
D. DISKPART

Correct Answer: A

QUESTION 13

Which of the following BIOS boot methods allows a system to boot from a remote server?

A. PXE
B. DVD
C. USB
D. SATA

Correct Answer: A

QUESTION 14

Which of the following helps to prevent virus infections from USB flash drives?

A. Strong passwords
B. Password protected screen savers
C. Disabling the guest account
D. Disabling the autorun feature

Correct Answer: D

QUESTION 15

Which of the following settings MUST be configured in order to turn on a VoIP phone?

A. PoE
B. Flow control
C. VPN
D. Duplex speed

Correct Answer: A

QUESTION 16

A user is trying to access an application on their home machine from work. The user sets up port forwarding on their router but is still unable to connect to the application. Which of the following should be the user's NEXT step in resolving this issue?

A. Configure Wake-on-LAN for the NIC on the Work PC.
B. Configure a firewall exception on the Home PC.
C. Switch the Work PC network from "Work" to "Home".
D. Disable the Windows firewall on the Home PC.

Correct Answer: B

QUESTION 17

Which of the following security threats are MOST often delivered via email? (Select TWO).

A. Rootkits
B. Phishing
C. Shoulder surfing
D. Social engineering
E. Spam

Correct Answer: BE

QUESTION 18

The customer reports their PC freezes up every day around the same time. Which of the following utilities would be BEST to check for any error codes?

A. Windows Updates
B. Task Scheduler
C. Event Viewer
D. Performance Monitor

Correct Answer: C

QUESTION 19

A user is looking for the Application Data directory in their profile but cannot see it. Which of the following Control Panel options would correct this?

A. System
B. Display
C. User Accounts
D. Folder Options

Correct Answer: D

QUESTION 20

While configuring a new email application that uses POP3 for a customer, the technician determines the firewall is blocking the traffic. Which of the following ports should be opened to allow POP3 mail traffic through the firewall?

A. 53
B. 110
C. 443
D. 3389

Correct Answer: B

QUESTION 21

A user has downloaded and installed a browser add-on that causes the browser to hang. The PC has very slow system response when rebooted. Which of the following should a technician do to troubleshoot this problem?

A. Run System Restore, update antivirus program, and run an antivirus scan.
B. Remove all Internet temporary files, run an antivirus scan, and reboot using Last Known Good Configuration.
C. Remove all temporary files, turn off System Restore, update and run an antivirus scan.
D. Run an antivirus scan, Run Disk Cleanup, and reboot into Safe Mode.

Correct Answer: C

QUESTION 22

A large magnet is placed too close to a CRT monitor. Which of the following will MOST likely occur?

A. Dead pixels
B. Flickering image

C. No image on screen
D. Distorted image

Correct Answer: D

QUESTION 23
In which of the following locations would a technician go to show file extensions?

A. Security Center
B. Folder Options
C. Display
D. System

Correct Answer: B

QUESTION 24
After being relocated to an enclosed position under a desk, a computer experiences intermittent shutdowns. Which of the following conditions is MOST likely the cause?

A. Power surges
B. Overheating
C. APIPA addressing
D. RF interference

Correct Answer: B

QUESTION 25
A technician is fixing a very slow computer. Antivirus and Malware programs have been run, and some detection have been removed. After running Disk Cleanup, the system still seems to be slow, especially with multiple programs running. Which of the following should the technician do NEXT?

A. Run CHKDSK
B. Manually erase all cookies
C. Go back to the latest restore point
D. Run defrag

Correct Answer: D

QUESTION 26
A technician needs to build a PC to act as a home virtual server. Which of the following would be

the BEST choice?

A. Dual Core CPU, 6GB DDR3 RAM, 320GB of hard drive space.
B. Dual Core CPU, 8GB DDR RAM, 1TB of hard drive space.
C. QUAD Core CPU, 6GB DDR3 RAM, 320GB of hard drive space.
D. QUAD Core CPU, 4GB DDR2 RAM, 1TB of hard drive space.

Correct Answer: C

QUESTION 27
Windows XP Mode is available in which of the following Microsoft Windows environments?

A. Windows Vista Ultimate
B. Windows 7 Business Edition
C. Windows XP Professional
D. Windows Server 2008 R2

Correct Answer: B

QUESTION 28
A user is advised by the software vendor that the user must have elevated privileges in order to run a program. The user should do which of the following to BEST accomplish this?

A. Run in Windows XP compatibility mode.
B. Run the program in a virtual PC environment.
C. Log out of the system and login under another user's name.
D. Right click select "run as" and select administrator.

Correct Answer: D

QUESTION 29
A company wants to prevent non-authorized users from entering into a secure building. Which of the following will BEST mitigate this activity?

A. Train users on tailgating
B. Implement an escort policy
C. Install mantraps
D. Require all users to have badges

Correct Answer: C

QUESTION 30

An employee at a company lost their mobile device that contains proprietary information. Which of the following methods is the BEST to be implemented to prevent unauthorized users from obtaining this information?

A. Lock screen pattern
B. Cancel mobile service
C. Remote wipe
D. Six character password

Correct Answer: C

QUESTION 31

Which of the following is the command line entry to start an archive or restore a process on a Windows XP computer?

A. RECOVER
B. REPLACE
C. NTBACKUP
D. COPY

Correct Answer: C

QUESTION 32

Which of the following would be the QUICKEST means of removing data from a hard drive, when there is no consideration regarding the total destruction of the data?

A. Standard format
B. Low level format
C. Overwrite program
D. Drive wipe

Correct Answer: A

QUESTION 33

Which of the following is MOST effective in preventing security breaches on a network? (Select

THREE).

A. Bandwidth throttling
B. Eliminate password history
C. Enable QoS
D. Antivirus software
E. User education
F. Enforced login/logoff hours

Correct Answer: DEF

QUESTION 34
Which of the following areas of a file system should a standard user have restricted permissions to in order to promote a security best practice? (Select TWO).

A. Temporary Internet Files
B. My Document Files
C. Windows System Files
D. Network Files
E. Program Files

Correct Answer: CE

QUESTION 35
A user recently purchased a new PC with a 500GB hard drive. However, they are reporting that their C. Drive is only 420GB. Which of the following BEST explains this?

A. The manufacturer blocks off that 80GB so that user cannot exceed the drive space.
B. The file system is using the 80GB for tables.
C. BIOS and systems files are hidden in the 80GB.
D. A Factory Recovery Partition is using the 80GB.

Correct Answer: D

QUESTION 36
Which of the following are true regarding Windows 32-bit versus Windows 64-bit Operating Systems? (Select TWO).

A. CPUs that can run Windows 32-bit can also run Windows 64-bit.
B. Device drivers for Windows 32-bit and Windows 64-bit are the same.
C. Not all CPUs are capable of running Windows 64-bit.

D. Windows 64-bit can address larger amounts of RAM.
E. Windows 64-bit is a more secure OS and less susceptible to viruses.

Correct Answer: CD

QUESTION 37
A technician receives a report that the pages coming out of a laser printer are smearing when touched. Which of the following components should the technician check FIRST to resolve this issue?

A. Drum
B. Fuser
C. Pickup roller
D. Corona wire

Correct Answer: B

QUESTION 38
A user just bought an Android tablet and wants to connect to their work email. The user's employer has a Microsoft Exchange server for email. Which of the following would the technician configure to allow the user to access email on the Android tablet?

A. DNS, DHCP
B. IMAP, SNTP
C. POP3, SMTP
D. Devices are incompatible

Correct Answer: C

QUESTION 39
A technician is working on a user's PC. After testing the theory of the cause, which of the following could the technician perform NEXT? (Select TWO).

A. Resolve issue
B. Inform user
C. New theory or escalate
D. Document issue
E. Verify system functionality

Correct Answer: AC

QUESTION 40
Which of the following would a technician use to install applications onto an iPad? (Select TWO).

A. App Store
B. Market Place
C. iTunes
D. Exchange
E. Mobile Market

Correct Answer: AC

QUESTION 41
A technician responds to a hardware issue with a server. The technician discovers that one of the hard drives in the server has failed. The server is set up in a RAID 1 configuration. Which of the following steps would the technician perform NEXT?

A. Remove the hard drive and back up the data.
B. Run CONVERT on the hard drive.
C. Reboot the server.
D. Swap hard drive and rebuild array.

Correct Answer: D

QUESTION 42
When removing the top case from a laptop, which of the following, besides hand tools, should a technician have on hand to assure correct disassembly and reassembly? (Select TWO).

A. A millimeter and a toner probe.
B. A large cloth to spread the screws and disassembled parts on.
C. A writing pad for documentation and a marker to label cables.
D. A manufacturer's technical manual for the model of the laptop.
E. A container with separated areas to store different size screws.

Correct Answer: DE

QUESTION 43
A user states that when they logon to their computer sometimes they get an IP conflict error. The

user computer is configured with a static IP. Which of the following is the problem?

A. Duplicate IP exist on the network.
B. DHCP server needs to be rebooted.
C. Network adapter driver needs to be updated.
D. Bad network adapter.

Correct Answer: A

QUESTION 44
A user has recently installed Windows 7 on a computer. They ran Windows updates, updated the firmware and installed a printer. The user accessed a P2P application and now they are getting a large amount of browser pop-ups. Which of the following is MOST likely the cause of the pop-ups?

A. Phishing
B. Malware
C. Proxy redirect
D. Firmware

Correct Answer: B

QUESTION 45
Users are reporting that their laser printer is picking up multiple pages. The printer has very high utilization. Which of the following should be performed to resolve this issue?

A. Use a maintenance kit
B. Calibrate the printer
C. Replace the toner
D. Replace the fuser

Correct Answer: A

QUESTION 46
Which of the following statements is true about XP mode in Windows 7?

A. Windows XP mode was only available in Windows Vista and it is not available in Windows 7.
B. Only the Professional and the Ultimate versions support Windows XP mode.
C. All versions of Windows 7 support Windows XP mode when the feature is installed.
D. Only the Ultimate version of Windows 7 supports Windows XP mode.

Correct Answer: B

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QUESTION 47
Which of the following is true about a file when it is copied from an NTFS to a FAT32 partitions?

A. The file owner is preserved.
B. All of the file permissions are lost.
C. All file permissions must be reassigned.
D. The file name becomes case insensitive.

Correct Answer: B

QUESTION 48
A technician wants to ensure that only authorized administrators can make configuration changes to the company's wireless router. Which of the following MUST the technician change to prevent unauthorized users from modifying the access point configuration?

A. MAC address filters
B. Manufacturer password
C. Default SSID
D. Configure encryption

Correct Answer: B

QUESTION 49
If a customer wants to create a multi-boot PC with different editions of Windows, which of the following is MOST important to consider?

A. Using multiple partitions
B. Using multiple hard drives
C. Using a single partition
D. Using a PXE boot scheme

Correct Answer: A

QUESTION 50
Which of the following utilities would a technician use on a Windows Vista or Windows 7 machine to configure what applications are allowed to send/receive data over the LAN connection?

A. Users and Groups
B. Windows Firewall
C. Registry Editor
D. Task Scheduler

Correct Answer: B

QUESTION 51
A customer needs to setup their laptop for use with a proxy server to browse the web at work. Which of the following areas would a technician need to visit to configure this on a Windows 7 system?

A. System Protection
B. Security Center
C. Windows Firewall
D. Internet Options

Correct Answer: D

QUESTION 52
Which of the following mobile device sync methods is easiest for the end user but requires more configuration on the part of the technician?

A. Dock sync
B. Encrypted wired sync
C. Wireless sync
D. Wired sync

Correct Answer: C

QUESTION 53
A PC is powering on but the only activity a technician can see is spinning fans. Which of the following components would MOST likely be at fault for such a condition? (Select TWO).

A. SATA controller
B. CPU
C. Memory
D. Hard drive
E. Sound card

Correct Answer: BC

QUESTION 54

A user realizes they left their mobile phone in a taxi minutes after the car departs. Which of the following should be done to BEST ensure none of the private data on the phone is accessed?

A. Passcode Lock
B. GPS Tracking
C. Remote Backup
D. Remote Wipe

Correct Answer: D

QUESTION 55

A user's PC has four hard drives in a RAID setup. After a single drive fails, the system will no longer boot and even rescue disks cannot see or access the volume. Which of the following RAID types was the user MOST likely using?

A. 0
B. 1
C. 5
D. 6

Correct Answer: A

QUESTION 56

A technician suspects that a recent virus they removed may have corrupted a necessary system file. Which of the following utilities can the technician use to verify the integrity of these critical files?

A. msconfig
B. sfc
C. regsrv32
D. fixmbr

Correct Answer: B

QUESTION 57

A corporate end user reports that random keys on their laptop are sticking. After taking the laptop in for repair a technician discovers that soda has been spilled inside the keyboard, possibly reaching other components inside the laptop. Which of the following should the technician do?

A. Spray the sticky spots with compressed air and then scrape them off.
B. Let the end user know that they are responsible for replacing the keyboard.
C. Replace the keyboard and clean the interior of the laptop if necessary.
D. Run the keyboard through a dishwasher cycle and dry thoroughly.

Correct Answer: C

QUESTION 58
Which of the following System Tools would be the BEST one to perform a regular archiving of information on a PC?

A. ROBOCOPY
B. XCOPY
C. Backup
D. System Restore

Correct Answer: C

QUESTION 59
A user states they have to reset the date and time on their computer every day. Which of the following hardware needs to be replaced to resolve this issue?

A. Processor
B. Hard drive
C. CMOS battery
D. Memory

Correct Answer: C

QUESTION 60
A user reports that they are receiving intermittent BSOD error messages. Which of the following tools should a technician use to determine which hardware is failing?

A. POST card
B. Memory diagnostics
C. Performance monitor
D. Loopback plug

Correct Answer: B

QUESTION 61
Which of the following is the correct UNC path to use when mapping a network drive?

A. \\share\password
B. \\share\server
C. \\server\username
D. \\server\share

Correct Answer: D

QUESTION 62
Which of the following can be used to remove a virus from a computer?

A. Anti-spyware software
B. Anti-malware software
C. System Restore
D. Event Viewer

Correct Answer: B

QUESTION 63
A technician is called to assist a customer. The customer reports when they powered on the system, they heard a loud noise, saw a spark, and smelled a burning smell. Which of the following should the technician advise the customer to do FIRST?

A. Power on the system, to see if it happens again.
B. Immediately notify the fire department.
C. Unplug the system from the power source.
D. Turn off the circuit breaker to the building.

Correct Answer: C

QUESTION 64
Which of the following operating systems is capable of fully utilizing more than 4GB of system RAM?

A. Windows Vista Ultimate
B. Windows 7 32-bit

C. Windows 7 64-bit
D. Windows XP Professional

Correct Answer: C

QUESTION 65
A /all switch is MOST likely to be used with which of the following commands?

A. NET
B. NBTSTAT
C. PING
D. IPCONFIG

Correct Answer: D

QUESTION 66
A user states that their machine is taking much longer to boot than usual. Which of the following utilities would BEST allow a technician to limit what is launched at startup?

A. APPWIZ.CPL
B. DXDIAG
C. MSCONFIG
D. REGEDIT

Correct Answer: C

QUESTION 67
A technician wants to create a customized list of common utilities that are easily accessible in the same location. Which of the following tools would allow them to build such a list?

A. MSCONFIG
B. MMC
C. MSTSC
D. MSINFO32

Correct Answer: B

QUESTION 68
A technician needs to use a command line tool to determine the network name and the IP address of a resource. Which of the following command line tools will provide an IP address when given a

name?

A. verify
B. tracert
C. ipconfig
D. nslookup

Correct Answer: D

QUESTION 69
A user wants to configure their network to support VoIP. Which of the following would BEST support a VoIP installation?

A. QoS
B. POTS
C. Wake-on-LAN
D. VPN

Correct Answer: A

QUESTION 70
A user is concerned about an issue with iOS. The user MOST likely has which of the following devices?

A. iCloud
B. Android Phone
C. iPhone
D. Windows Tablet

Correct Answer: C

QUESTION 71
A user has installed a legacy application in Windows 7 and reports that only some of the functionality in it is operational. Another user is using the same application on a different Windows 7 machine and doesn't report those problems. Which of the following features in Windows 7 may be responsible for this problem?

A. System Protection settings
B. User Account Control
C. Action Center
D. Data Execution Prevention

Correct Answer: B

QUESTION 72
A user reports that they are getting frequent delayed write messages throughout the day and are experiencing sluggish performance. The technician suspects that the issue relates to the hard disk drive. Which of the following would BEST help validate the diagnosis?

A. System information
B. Event viewer
C. POST card
D. SMART status

Correct Answer: D

QUESTION 73
A user states that they are having a problem with their word processor on their laptop. Whenever they attempt to type letters with their right hand, numbers and symbols show up instead. Which of the following would address this issue?

A. Switch to a standardized font.
B. Restore regional settings to default.
C. Toggle the function + num lock combination.
D. Connect a full sized external keyboard.

Correct Answer: C

QUESTION 74
Which of the following security threats is defined by its self-propagating characteristic?

A. Virus
B. Rootkit
C. Trojan
D. Worm

Correct Answer: D

QUESTION 75
Which of the following features allows for easier navigation of long lists on a tablet device?

A. Pinch-zoom
B. Multitouch
C. Scrollbars
D. Touch flow

Correct Answer: D

QUESTION 76
Which of the following file system types is used primarily for optical media?

A. FAT32
B. NTFS
C. HPFS
D. CDFS

Correct Answer: D

QUESTION 77
When moving files from a Microsoft gaming console, which of the following command line utilities is recommended to transfer files?

A. IMAP
B. XCOPY
C. DISKPART
D. FDISK

Correct Answer: B

QUESTION 78
Which of the following should a technician implement to prevent external contractors from physically plugging devices into the company's network jacks unless such jacks are designated for guest use?

A. Disable DHCP and assign a static IP address to each network device physically connected to the

network.

B. Enable MAC address filtering across all network jacks and record the MAC address of guest devices.
C. Disable all switch ports when they are not utilized and enable them on an as needed basis.
D. Place guest network jacks in public areas and all other jacks in secure areas as needed.

Correct Answer: C

QUESTION 79

A small business owner is setting up their wireless network in their office, which is in a building shared with several other businesses. The owner does not want to disable the SSID broadcasting due to visiting customers needing to use the network, but does not want other businesses to notice the network, let alone access it. Which of the following would BEST accomplish this?

A. Configure the access point encryption from unsecured access to WEP.
B. Adjust the radio power so that coverage is restricted to the business.
C. Change the SSID to reflect the business name instead of a public access point.
D. Enable MAC filtering and restrict access to other company's devices.

Correct Answer: B

QUESTION 80

An administrator is concerned about users accessing network shares outside of their job role. Which of the following would BEST prevent this?

A. Set up shares with permissions based upon group membership.
B. Implement a written policy addressing the issue for all users.
C. Monitor access to the network shares using SNMP.
D. Prevent remote logins to all network shares and drives.

Correct Answer: A

QUESTION 81

A company is looking to donate a collection of old PCs that are no longer needed. Which of the following data destruction methods would be MOST secure for highly sensitive information?

A. Simple 1-pass zero overwrite
B. Low level 3-pass random wipe

C. Low level 7-pass random wipe
D. High level format 10 times

Correct Answer: C

QUESTION 82
A user receives an unsolicited call from a technician claiming to be from a Microsoft certified partner. The technician tricks the user into allowing them access to their PC because of malware alerts that were being broadcasted. Which of the following attacks is this user a victim of?

A. Shoulder surfing
B. Phishing attack
C. Social engineering
D. Malware infection

Correct Answer: C

QUESTION 83
A user's PC breaks and a technician needs to configure a new machine with a copy of their computer image stored on a remote server. Which of the following technologies would help RIS install this image?

A. BRD
B. DVD
C. USB
D. PXE
E. CD

Correct Answer: D

QUESTION 84
Which of the following identifies traffic based upon its physical network address?

A. Phishing
B. Hashing
C. MAC filtering
D. Geotracking

Correct Answer: C

QUESTION 85

A technician must secure company documents from accidental disclosure. Which of the following should be implemented? (Select TWO).

A. User training
B. Anti-malware
C. Paper shredding
D. Time of day restrictions
E. Employee badges
F. Mantraps

Correct Answer: AC

QUESTION 86

Which of the following is TRUE about the difference between a worm and a virus?

A. Worms are written in assembly while viruses are written with scripting languages.
B. Viruses hide in the boot record while worms hide within the file system.
C. Worms self-propagate while viruses need human intervention to replicate.
D. Viruses disable the antivirus update service while worms kill the antivirus process.

Correct Answer: C

QUESTION 87

A technician is tasked with improving the security of a SOHO network. The office is comprised of a single wireless router located under the front desk where the office manager sits. All desktop computers are wired into the router which is configured with strong device credentials. Additionally, wireless is disabled on the router. Which of the following should the technician perform NEXT to improve the security of the SOHO network?

A. Disable the router's remote management feature.
B. Enable WPA2 wireless encryption.
C. Change the router's default admin name and password.
D. Place the router in a locked room.

Correct Answer: D

QUESTION 88

A technician is setting up automatic login to desktop for a non-domain Windows XP system. Which of the following administrative tools would accomplish this?

A. User Accounts
B. Network and Sharing Center

C. Task Manager
D. System Configuration

Correct Answer: A

QUESTION 89
A user calls the help desk to report about their smartphone not being able to make any phone calls. The user admits that the smartphone can still send/receive email, browse all websites, and utilize all Internet-capable applications. Which of the following issues is MOST likely affecting the smartphone?

A. Wi-Fi is turned off; the cellular antenna is turned on.
B. The cellular antenna is turned off; Wi-Fi is still on.
C. The user forgot to turn off Bluetooth before trying to make a call.
D. The user has 4G capability turned off, and is only on 2G.

Correct Answer: B

QUESTION 90
A technician is troubleshooting a customer's computer that will not turn on. The user stated that the computer was working fine until there was a thunderstorm the other night. Which of the following tools would the technician use to determine what is wrong with the computer?

A. Factory diagnostic CD
B. POST card
C. Toner probe
D. Power supply tester

Correct Answer: D

QUESTION 91
A senior technician requests a diagnostic tool for checking external ports and connectors on computers and laptops. Which of the following tools would BEST accomplish this task?

A. Wireless locator
B. Corona wire
C. Toner probe
D. Loopback plugs

Correct Answer: D

QUESTION 92

After installing a new printer the organization determines that there are problems printing images and very large files. Which of the following will MOST likely resolve the issue?

A. Update the drivers using WHQL drivers.
B. Install additional memory to each computer.
C. Install additional memory to the printer.
D. Apply the latest OS service pack.

Correct Answer: C

QUESTION 93

Which of the following command line tools will terminate a non-system process without restarting the computer?

A. Shutdown
B. Kill
C. Erase
D. Break

Correct Answer: B

QUESTION 94

After accidentally removing a hard drive from a server with three drives in a RAID 5 configuration, a technician notices the server locks up and shuts down. Which of the following can the technician do to quickly fix the problem?

A. Replace the RAID controller and boot.
B. Reinsert the drive and boot.
C. Plug the drive back in, the system will resume automatically.
D. Remove all drives and rebuild the array.

Correct Answer: B

QUESTION 95

A customer calls an IT consultant to explain an issue they are having with their Windows 7 Professional PC. Windows Update attempts to install patches upon each startup but fails on the same single update. The customer has attempted to re-run Windows Update from Control Panel but the issue remains. Which of the following courses of action would BEST resolve the problem?

A. Running a full DEFRAG on the system.
B. Clearing the AppData temp folder entirely.
C. Clearing the Windows Update download cache entirely.
D. Uninstalling the Windows Update feature in Windows 7 and reinstalling it directly from the Microsoft website.

Correct Answer: C

QUESTION 96
A user reports that their wireless connectivity is being spotty. The issue seems to interrupt their wireless signal connection when the laptop screen is tilted forward or backward during operation. When this happens, the entire wireless signal drops out until the screen is left in position for a good minute or so. Which of the following MOST likely explains what is happening?

A. The hinges on the laptop screen are not strong enough to support the wireless signal cables.
B. The wireless card is losing contact to its socket when the screen is opening/closing.
C. The laptop is designed to work optimally with wireless when the screen is at a perfect 90 degree angle.
D. The wireless signal cables are being crimped when the screen is opening/closing.

Correct Answer: D

QUESTION 97
A user states that they cannot connect to the network or the Internet. The technician determines the issue is that the computer has a static IP address and needs to use DHCP to work correctly. The technician sets the NIC to automatically assign an IP address. Which of the following should the technician perform NEXT?

A. Identify the type of network card and what Operating System the computer is running.
B. Confirm the computer is back on the network and has Internet connectivity.
C. They need to annotate what the static IP address was and inform the employee's manager.
D. They need to determine why the NIC was assigned a static IP address.

Correct Answer: B

QUESTION 98
After several passes with a malware removal program, the program keeps detecting the same malware infection after a reboot. Which of the following should be done to attempt to remove the offending malware?

A. Run the malware removal program while disconnected from the Internet.

B. Run the malware removal program in Windows Safe Mode.
C. Reinstall the malware removal program from a trusted source.
D. Set the malware removal program to run each time the computer is rebooted.

Correct Answer: B

QUESTION 99
A user, Joe, calls and states every few hours he is unable to connect to the Internet for several minutes but is able to access internal sites during this time. Which of the following tools would be used to find the issue with the network connection?

A. TRACERT
B. NETSTAT
C. IPCONFIG
D. NSLOOKUP

Correct Answer: A

QUESTION 100
A technician is trying to prevent a local application from reaching the web due to security concerns. Which of the following solutions could BEST prevent the application from reaching the web? (Select TWO).

A. Configure the workstation for a static IP.
B. Disable all wireless network connections.
C. Remove shortcuts to the application.
D. Block the application in Windows Firewall.
E. Change network location to Work.
F. Reroute the web address in HOSTS file.

Correct Answer: DF

QUESTION 101
For the last year, a company has gathered statistics on the most common security incidents. The highest percentage deals with opening email attachments that contain malware. Which of the following would mitigate this issue without reducing productivity?

A. Annual cyber security education.

B. Update antivirus signatures more often.
C. Block all email attachments.
D. Install an IPS on each workstation.

Correct Answer: A

QUESTION 102
A company wants to ensure that the latest cyber security threats are known to the employees across the enterprise to minimize occurrences. Which of the following should be implemented?

A. Message of the Day
B. Email lists
C. Company forums
D. Regular user education

Correct Answer: D

QUESTION 103
Which of the following operating systems can be upgraded directly to Windows 7 Professional by a default installation? (Select TWO).

A. Windows 7 Home Premium
B. Windows Vista Business
C. Windows XP Home
D. Windows XP Professional 64-bit
E. Windows XP Media Center

Correct Answer: AB

QUESTION 104
A technician has finished replacing the network card in a laptop and has verified full system functionality. Which of the following troubleshooting steps should the technician take NEXT?

A. Document findings, actions, and outcomes.
B. Escalate problem to a senior technician.
C. Re-establish new theory of probable cause.
D. Perform a full system backup.

Correct Answer: A

QUESTION 105

A technician is implementing a SOHO wireless network for Company A that shares a floor with Company B. Which of the following would BEST secure the wireless network so that only Company A employees are allowed access?

A. Turning down the radio power level
B. Enabling MAC filtering
C. Setting a high encryption level
D. Disabling the SSID broadcast

Correct Answer: B

QUESTION 106

A technician enabled remote management on the small office WAP to manage this device from another location. Users are reporting that the WAP has changed its SSID without anyone's knowledge. Which of the following would prevent this from occurring?

A. Change to user MAC filtering
B. Change default usernames and passwords
C. Disable the SSID from broadcasting
D. Enable static IP addresses

Correct Answer: B

QUESTION 107

A technician has configured the ability to connect to a small office server using remote desktop from a workstation within the office. The technician has reviewed logs that show constant brute force attacks to that server from outside the network. Which of the following would prevent this from occurring?

A. Configure the server to use a static IP
B. Logically move the server to the DMZ
C. Reallocate the server to a different networking closet
D. Disable the remote desktop port

Correct Answer: D

QUESTION 108

Which of the following is an example of client-side virtualization?

A. Compatibility mode on a program icon properties menu.
B. Running a DOS application on a Windows 7 32-bit operating system.
C. Cloud hosted office applications.

D. XP mode running in Windows 7 64-bit operating system.

Correct Answer: D

QUESTION 109
Laptops and tablets have which of the following in common?

A. Solid state drives
B. Contain an accelerometer
C. No field serviceable parts
D. Not upgradable

Correct Answer: A

QUESTION 110
Joe, a technician, would like to map a network drive when he starts up his computer in the morning. Which of the following commands would he use to accomplish this task?

A. NSLOOKUP
B. NETSTAT
C. NBTSTAT
D. NET

Correct Answer: D

QUESTION 111
A local administrator would like to determine why a laptop is taking so long to boot into the operating system. Which of the following tabs in MSCONFIG would the administrator access to BEST determine this?

A. Startup
B. Tools
C. General
D. Boot

Correct Answer: A

QUESTION 112
A user, Ann, reports that she suspects her workstation has malware. Joe, the technician, confirms malware exists and starts the process of removing the malware. Which of the following is the FIRST

step he should take in removing the malware?

A. Disable antivirus
B. Disable system restore
C. Enable hard drive encryption
D. Format the hard drive

Correct Answer: B

QUESTION 113
A user reports paper jams at the location of the paper trays. Which of the following components would need to be replaced to resolve this issue?

A. Fuser
B. Duplexer
C. Pickup roller
D. Imaging drum

Correct Answer: C

QUESTION 114
A user has plugged in a mobile phone to a PC and received a message that the driver was not successfully installed. Which of the following system tools should be used to troubleshoot this error?

A. Device Manager
B. Component Services
C. Windows Memory Diagnostics
D. Data Sources

Correct Answer: A

QUESTION 115
On a corporate network, which of the following features would be used to redirect network traffic for filtering or monitoring?

A. Content Advisor
B. Proxy Settings
C. Network Drive Mapping

D. Local Security Policy

Correct Answer: B

QUESTION 116
Which of the following describes when an application is able to reuse Windows login credentials?

A. Access control list
B. Principle of least privilege
C. Single sign-on
D. Pass-through authentication

Correct Answer: C

QUESTION 117
In order to prevent other users from editing files in 'C:\ Files', which of the following steps should be taken?

A. Set NTFS permissions to read only.
B. Set the folder to index files for search.
C. Set the local administrator as the owner of the folder.
D. Set network share permissions to read only.

Correct Answer: A

QUESTION 118
Which of the following security threats requires the attacker to be physically located near the target machine?

A. Shoulder surfing
B. Social engineering
C. Phishing
D. Rootkit

Correct Answer: A

QUESTION 119
A technician recently replaced a user's monitor and now the user is reporting that the screen is filled with static and appears distorted. Which of the following will resolve the issue?

A. Lower refresh rate
B. Lower the resolution
C. Raise the resolution
D. Increase refresh rate

Correct Answer: A

QUESTION 120
A user recently installed a new video driver on a PC but now it will not boot. Which of the following is the BEST option to correct the issue?

A. Automated system recovery
B. Emergency repair disks
C. FIXBOOT
D. Safe mode

Correct Answer: D

QUESTION 121
An unauthorized user observing system security procedures is known as:

A. a worm
B. shoulder surfing
C. phishing
D. spyware

Correct Answer: B

QUESTION 122
Privacy filters applied to users computer screens are used to combat which of the following security risks?

A. Rootkits
B. Spear phishing
C. Shoulder surfing
D. Social Engineering

Correct Answer: C

QUESTION 123

A critical server was replaced by the IT staff the previous night. The following morning, some users are reporting that they are unable to browse to the Internet upon booting their workstations. Users who did not shut down their workstations the previous day are able to connect to the Internet. A technician looks at the following report from a workstation with no Internet connectivity:

- IP Address: 192.168.1.101
- Netmask: 255.255.255.0
- DHCP Server:192.168.1.1
- DNS Server:192.168.1.2
- Default Gateway:192.168.1.1

Given the above report, which of the following is the cause of why some workstations are unable to browse the Internet?

A. The workstation has an APIPA address.
B. The DHCP server is unavailable.
C. The default gateway router is misconfigured.
D. The DHCP server is misconfigured.

Correct Answer: D

QUESTION 124
Which of the following is solely designed to avoid detection by an antivirus program by using the underlying operating system to its advantage?

A. Rootkit
B. Virus
C. Trojan
D. Worm

Correct Answer: A

QUESTION 125
Joe, a technician, receives an error message on his tower PC just after POST which reads:

"WARNING! Your drive is about to fail. Please back up your data and run full drive diagnostics."

Which of the following is generating this error message?

A. CHKDSK

B. S.M.A.R.T.
C. eSATA
D. QoS

Correct Answer: B

QUESTION 126
Ann, a technician, is trying to recover some files for a user from a damaged laptop. Since the Windows installation has been corrupted and does not boot, Ann plugs the drive into a bench system to attempt a recovery. After trying to access the drive on the bench computer, the following message is displayed. "Access Denied. Please Enter Encryption Password." Which of the following is the reason that this error is displayed?

A. The hard drive is experiencing S.M.A.R.T. failure errors.
B. The TPM security chip inside the bench system is not enabled.
C. The BIOS of the bench system is out of date.
D. BitLocker is being used.

Correct Answer: D

QUESTION 127
A technician is tasked with repairing a Windows 7 system including the removal of recently installed files and software. Which of the following system restoration methods would be the LEAST destructive way to achieve this?

A. System Restore
B. System Image Recovery
C. CHKDSK
D. Windows Memory Diagnostic

Correct Answer: A

QUESTION 128
A user, Ann, reports that her computer is able to connect to devices on her local network but not on the remote office network. Ann's computer shows the following ipconfig information:

- IP address: 192.168.10.45
- Subnetmask: 255.255.255.0
- Gateway: 192.168.11.1
- DNS server 1: 192.168.10.2

- DNS server 2: 8.8.8.8

Which of the following is the cause of the problem?

A. DNS server 2 is set incorrectly.
B. DNS server 1 is set incorrectly.
C. IP address is set incorrectly.
D. Gateway is set incorrectly.

Correct Answer: D

QUESTION 129
Ann reports that printouts from the department laser printer have become faded. She has already replaced the toner cartridge. Which of the following is the MOST likely component causing the faded printing?

A. Transfer roller
B. Fusing assembly
C. Registration assembly
D. Duplexing assembly

Correct Answer: A

QUESTION 130
A user, Ann, reports that her laptop will no longer connect to wireless. Joe, a technician, checks the device manager and does not see a wireless networking card or any unknown devices. Which of the following should Joe do FIRST?

A. Check to make sure the wireless card was not turned off via the hardware switch or keyboard shortcut.
B. Install a USB wireless card to ensure that Windows networking is working properly.
C. Open the laptop and reseat the network card and both antennas.
D. Download and install the latest wireless driver from the manufacturer's website.

Correct Answer: A

QUESTION 131
Which of the following passwords is the MOST secure according to industry best practices?

A. VeryStrongPassword
B. SimpleCorrect Answer1234

C. E@sy2Remember
D. thisisthecorrectCorrect Answer1

Correct Answer: C

QUESTION 132
A user, Joe, has just finished upgrading his computer with a wireless keyboard/mouse combination, additional memory, installed new speakers, and replaced his 15 inch flat screen with a 24 inch flat screen. When he boots the computer it immediately starts making a loud beeping noise and will go no further in the boot process. Which of Joe's system upgrades is the cause of the problem?

A. The DVI cable is not properly seated.
B. Speakers are not properly connected.
C. Battery low on wireless mouse.
D. Memory is mismatched.

Correct Answer: D

QUESTION 133
A PC uses RAID 1. Ann, a technician, has read in the event log that the drive "SATA 1" is no longer in sync with drive "SATA 0". Which of the following steps should she try FIRST to repair this PC to optimal running conditions?

A. Remove SATA 1 from the RAID group then try to re-add it.
B. Replace both drives then restore from a backup.
C. Remove both drives then switch the SATA channels.
D. Replace SATA 1, rebuild the RAID and replace SATA 0.

Correct Answer: A

QUESTION 134
A user, Ann, receives a call from Joe who states that he is brand new in the help desk. Joe states that he needs to update Ann's email client to prevent corruption. At Joe's request, Ann discloses her user name and password. She later discovers that Joe is not a member of the help desk. Which of the following has occurred?

A. Social engineering
B. Phishing
C. Spear phishing

D. Hijacking

Correct Answer: A

QUESTION 135
Ann recently upgraded a computer from Windows XP to Windows 7, but one of her applications does not work now. Which of the following should be done FIRST?

A. Set the application to run in XP compatibility mode.
B. Reinstall Windows XP.
C. Configure a dual boot with XP and 7.
D. Install the application in XP mode.

Correct Answer: A

QUESTION 136
Which of the following security best practices would prevent a program on a CD from immediately launching when inserted into a computer?

A. MSCONFIG >Startup Tab
B. Disable the Guest account
C. Rename the Administrator account
D. Disable autorun
E. Restrict user permissions

Correct Answer: D

QUESTION 137
Which of the following is one of the major differences between a new tablet and a new laptop computer?

A. Tablet has no field serviceable parts.
B. Laptop has less field functionality.
C. Tablet has faster Ethernet capability.
D. Laptops have slower responsiveness than tablets.

Correct Answer: A

QUESTION 138
Ann, a home user, brings a Windows XP PC in for repair and reports that several disk read errors

are occurring. She has run check disk and errors have been reported several times. Which of the following should a technician recommend? (Select TWO).

A. Increase the amount of RAM to improve disk checks.
B. Backup all data on the drive.
C. Upgrade to a home server.
D. Purchase a new hard drive.
E. Change the drive configuration to RAID 0.
F. Upgrade to Windows 7 Professional.

Correct Answer: BD

QUESTION 139
Which of the following data types can be synchronized to a mobile device by default? (Select TWO).

A. Biometric information
B. Pictures
C. Contacts
D. Credentials
E. SMS

Correct Answer: BC

QUESTION 140
Which of the following mobile device features disables cellular and wireless communication?

A. Hotspot Mode
B. Pairing Mode
C. Settings Reset
D. Airplane Mode

Correct Answer: D
QUESTION 141
Ann, a user, has brought her laptop in for service. She reports that her battery is at 100%, but whenever it is unplugged it immediately shuts down. Which of the following should the technician do?

A. Replace the battery
B. Change power settings to balanced
C. Replace the power adapter
D. Enable APM in the BIOS

Correct Answer: A

QUESTION 142

A technician recently created an email account for a new user, Joe. On the second day, Joe reports his email account is full of spam even though he has not given out his address. Which of the following should the technician do to resolve the issue?

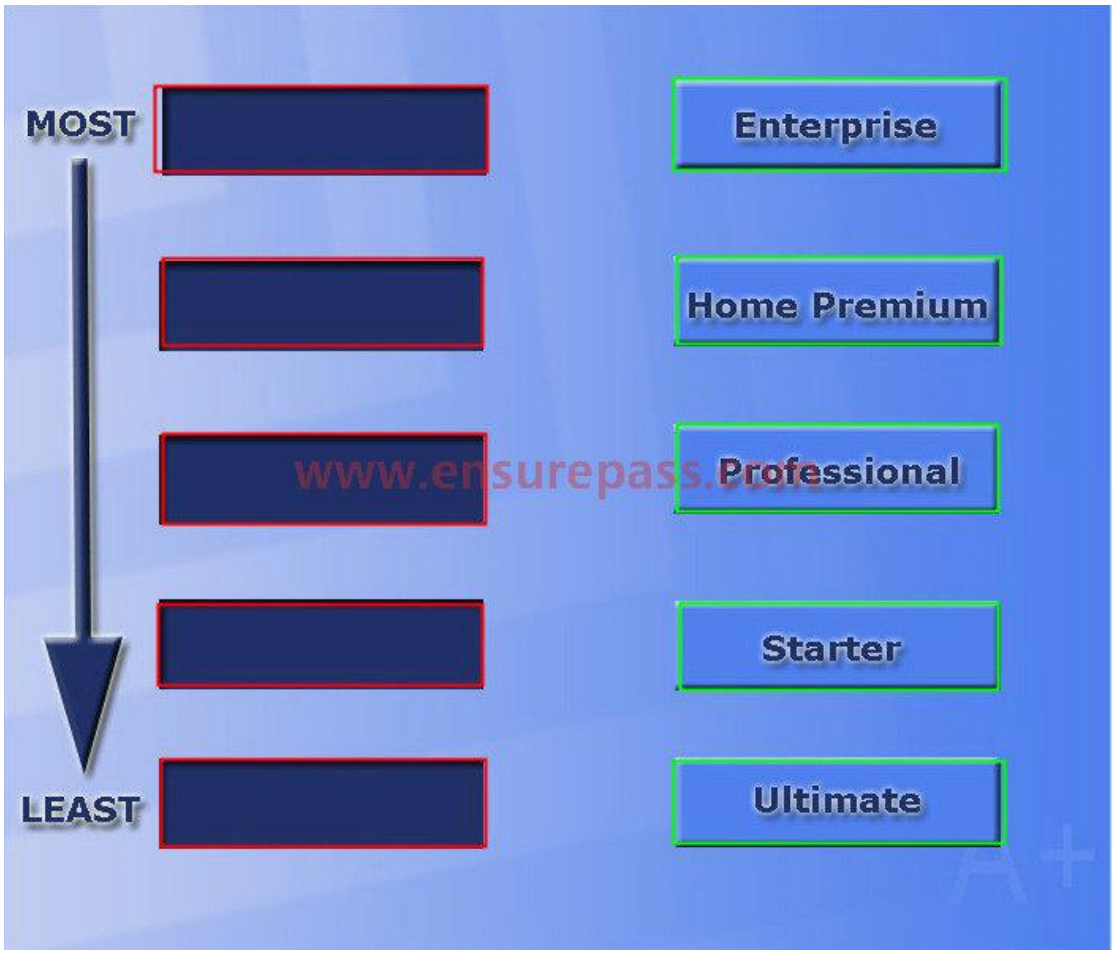
A. Turn on windows firewall
B. Click the unsubscribe link in the spam
C. Run an anti-spyware scan
D. Install privacy filter

Correct Answer: C

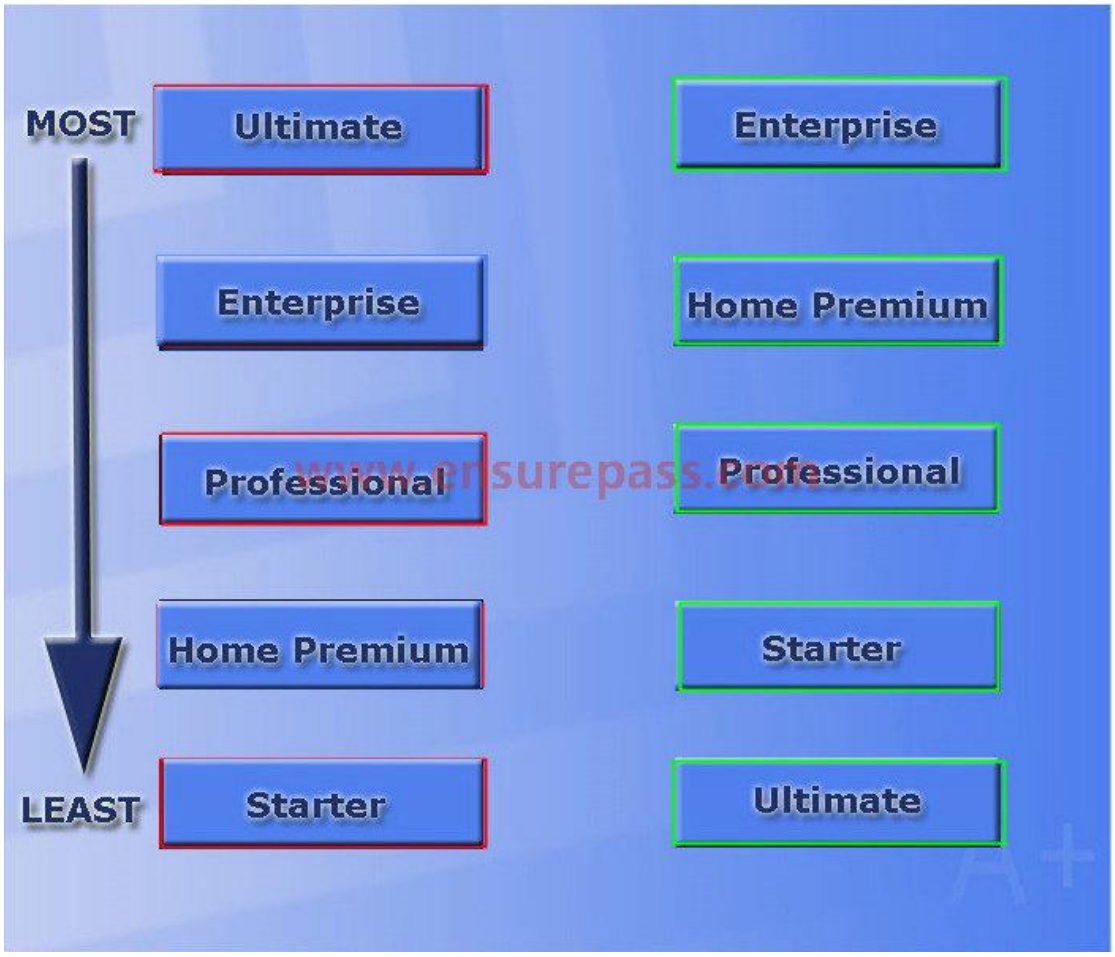
QUESTION 143

DRAG DROP

Drag and drop the following Windows 7 versions in order according to their feature-sets, from MOST to LEAST.



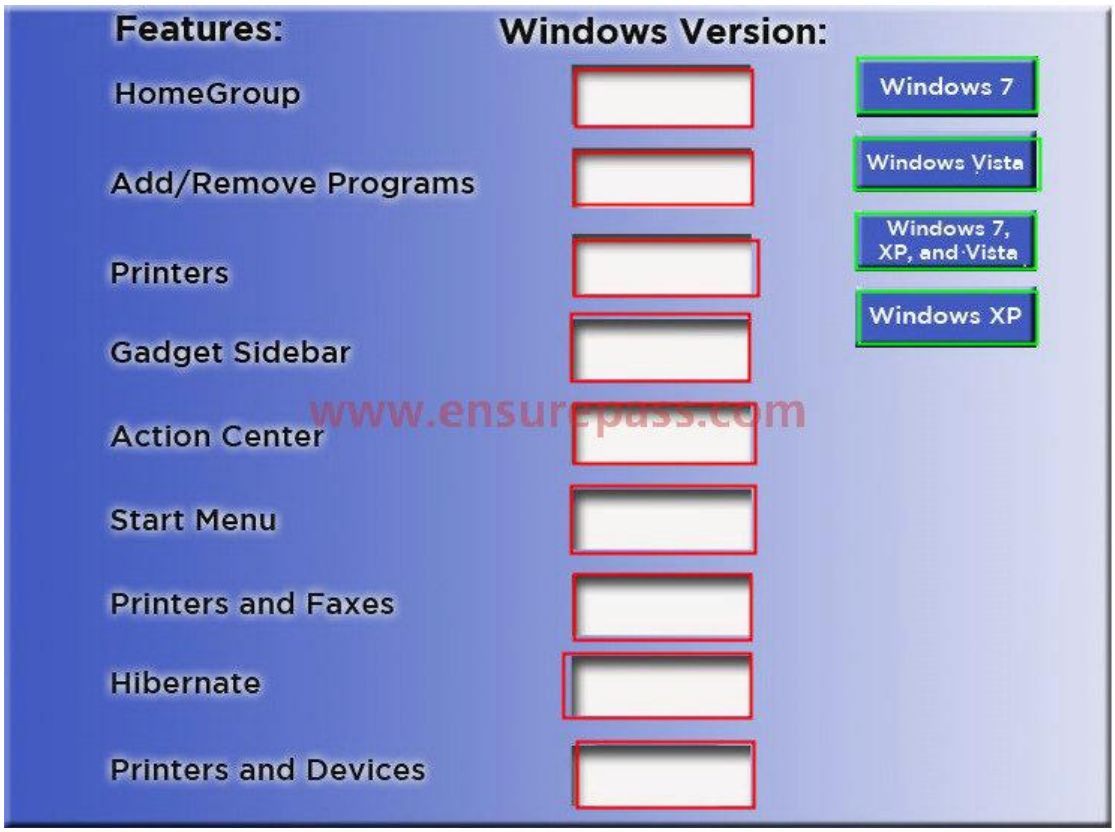
Correct Answer:


MOST
LEAST
Ultimate
Enterprise
Professional
Home Premium
Starter
Enterprise
Home Premium
Professional
Starter
Ultimate
www.ensurepass.com

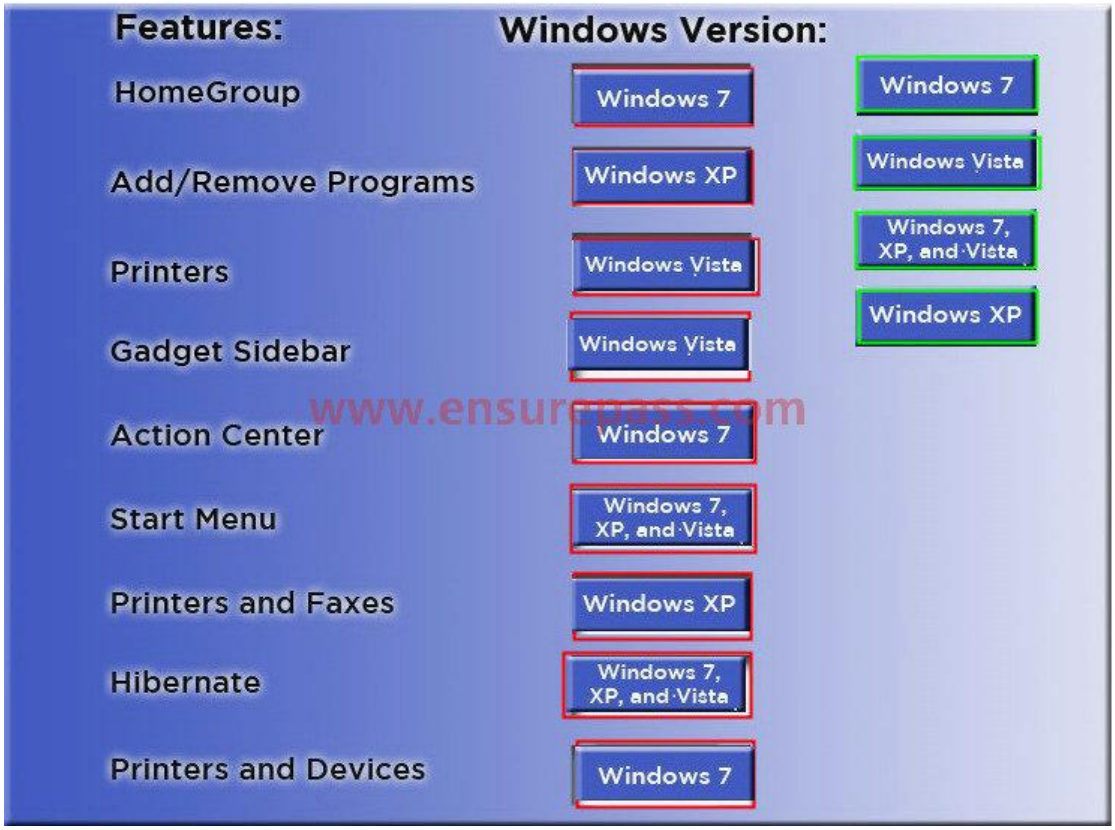
QUESTION 144

DRAG DROP

Drag and drop the following Windows Versions to the correct feature on which they are found. Windows Versions may be used more than once.



Correct Answer:



QUESTION 145

A user is having trouble connecting to the Internet. Which of the following commands should a technician use, from the user's workstation, to ensure that the workstation has a valid IP address?

A. NETSTAT
B. PING
C. IPCONFIG
D. TRACERT

Correct Answer: C

QUESTION 146

Which of the following operating systems supports full BitLocker functionality?

A. Windows XP
B. Windows 7 Professional
C. Windows Vista Home
D. Windows 7 Enterprise

Correct Answer: D

QUESTION 147

Which of the following protocols could a technician use to connect a smartphone to an email server? (Select TWO).

A. SMTP
B. POP3
C. HTTP
D. SNTP
E. ICMP

Correct Answer: AB

QUESTION 148
Which of the following should a technician do FIRST to secure a mobile device?

A. Assign a passcode
B. Download updates
C. Disable GPS
D. Install antivirus

Correct Answer: A

QUESTION 149
When running Windows XP, which of the following would give a list of switches for the CHKDSK command?

A. chkdsk ~?
B. chkdsk :?
C. chkdsk /?
D. chkdsk \?

Correct Answer: C

QUESTION 150
Which of the following commands would a technician use to move one directory above or below the one the technician is currently in?

A. DIR
B. RD
C. CD
D. MD

Correct Answer: C

QUESTION 151
A virtual machine running locally would be BEST utilized in which of the following situations?

A. On a PC with minimal RAM
B. Patch testing before rollout
C. Thick client configuration
D. Gaming workstation configuration

Correct Answer: B

QUESTION 152
A user states that the computer takes a long time to load the desktop after login. Which of the following tools should be used to help remediate the problem?

A. Disk Management
B. FIXMBR
C. MSCONFIG
D. SFC

Correct Answer: C

QUESTION 153
Which of the following security threats involve shoulder surfing and phone phishing?

A. Man-in-the-Middle
B. Social engineering
C. Trojan virus
D. Spyware

Correct Answer: B

QUESTION 154
Which of the following operating systems supports full usage of 8GB DDR3 RAM?

A. Windows 7 Professional x86
B. Windows 7 Home Premium x64
C. Windows XP Professional
D. Windows Vista Home Premium x86

Correct Answer: B

QUESTION 155
A technician would like to ensure all previous data is erased before reloading Windows 7 Home Premium onto a laptop. Which of the following procedures would accomplish this?

A. Virtual RAID configuration
B. Quick format
C. New partition
D. Full format

Correct Answer: D

QUESTION 156
Which of the following commands, in Windows 7, could a technician use to schedule a disk integrity scan upon next boot?

A. CHKDSK
B. ROBOCOPY
C. SCANDISK
D. FDISK

Correct Answer: A

QUESTION 157
Which of the following tabs under MSCONFIG would allow a technician to configure all of the applications that launch at boot?

A. Startup
B. Services
C. Tools
D. Boot

Correct Answer: A

QUESTION 158

A technician believes a machine loaded with Windows XP Professional has issues with file integrity of the core OS components. Which of the following commands could be used to both check and replace damaged files?

A. SFC /SCANNOW
B. CHKDSK /R /F
C. FORMAT C:
D. DISKPART

Correct Answer: A

QUESTION 159
A technician is tasked with building three systems that are capable of utilizing the new Windows HomeGroup functionality. Which of the following versions of Windows would need to be used?

A. Windows 7 or Windows Vista
B. Windows Vista only
C. Windows XP Professional x64 Edition
D. Windows 7 only

Correct Answer: D

QUESTION 160
Which of the following security threats does NOT use software to extract sensitive information or credentials?

A. Grayware
B. Shoulder surfing
C. Malware
D. Man-in-the-Middle exploits

Correct Answer: B

QUESTION 161
A user is reporting that their screen is flickering at a rapid rate. Which of the following Control Panel paths should a technician use in order to remedy this issue?

A. Display -> Settings -> Advanced -> General -> DPI
B. Display -> Settings -> Resolution
C. Display -> Settings -> Advanced -> Adapter -> Refresh
D. Display -> Appearance -> Effects -> Transition

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Correct Answer: C

QUESTION 162

A user has a laptop that they need to get ready for an outdoor presentation. The user is concerned that the laptop will turn off the screen or go into standby before their presentation is complete. Which of the following Control Panel paths should the technician use in order to prevent this from occurring?

A. System -> Hardware
B. Power Options -> Power Schemes
C. System -> Advanced -> Performance
D. Power Options -> Hibernate

Correct Answer: B

QUESTION 163

Which of the following data transfers will retain the current NTFS permissions of a file?

A. Copying the file to a different location on the same volume.
B. Copying the file to a different location on a different volume.
C. Moving the file to a different location on a different volume.
D. Moving the file to a different location on the same volume.

Correct Answer: D

QUESTION 164

A user's computer keeps producing a "low virtual memory" alert and the speed of the system degrades afterwards. Which of the following Control Panel locations can provide information to review and correct this issue?

A. System > Remote
B. System > Hardware
C. System > System Restore
D. System > Advanced

Correct Answer: D

QUESTION 165

A user states their workstation will not reach the login screen. Which of the following commands can be used to write a new partition boot sector to the system partition in the Recovery Console?

A. FIXMBR
B. BOOTCFG
C. FIXBOOT
D. DISKPART

Correct Answer: C

QUESTION 166
Which of the following features helps to prevent shoulder surfing?

A. Native resolution
B. Auto adjust
C. Degaussing
D. Privacy screen

Correct Answer: D

QUESTION 167
A user wants to change the functionality that occurs when the laptop lid is closed. Which of the following Control Panel options is the MOST direct way to adjust this?

A. Display
B. Power Options
C. Personalization
D. Device Management

Correct Answer: B

QUESTION 168
Which of the following Control Panel items will allow for easy streaming of pictures, music, and videos to other Windows 7 PCs?

A. Ease of Access Center
B. AutoPlay
C. Sync Center
D. HomeGroup

Correct Answer: D

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QUESTION 169
The folder "Documents" is shared. The user can create and delete documents when on the local PC, but can only read documents when accessing them remotely. Which of the following should be adjusted?

A. Read Only Attribute
B. Share Permissions
C. Firewall Settings
D. NTFS Permissions

Correct Answer: B

QUESTION 170
Which of the following security controls would be an example of the least privilege principle on a home PC?

A. Install antispyware on the PC.
B. Create a standard user account for kids.
C. Store all financial data in a separate folder.
D. Disable the firewall for online gaming.

Correct Answer: B

QUESTION 171
A user regularly has to walk away from their computer and is worried someone may access their workstation. Which of the following would BEST prevent this?

A. Lock the workstation.
B. Shutdown the computer.
C. Logon using the unprivileged guest account.
D. Set the screensaver password.

Correct Answer: A

QUESTION 172

A user has an LCD and a CRT monitor attached to their workstation. The colors are slightly off on the CRT but not the LCD. Which of the following controls should be used in troubleshooting?

A. Geometry
B. Contrast
C. Brightness
D. Degauss

Correct Answer: D

QUESTION 173
A user is installing Windows 7 on a PC with a RAID card. The user has verified all of the cables are connected correctly, but the installation media does not detect any hard drives. Which of the following should the user do to help detect the hard drives?

A. Press F8 when prompted.
B. Hit the refresh button to force a re-detect.
C. Enable PATA in the BIOS.
D. Select load driver.

Correct Answer: D

QUESTION 174
Which of the following accounts is MOST restrictive?

A. Administrator
B. Standard User
C. Guest
D. Power User

Correct Answer: C

QUESTION 175
A technician is tasked with installing a legacy application on a Windows 7 computer. When the technician tries to install the legacy application, an error is received that the application cannot be installed because the OS is not supported. Which of the following should the technician do FIRST to try to get the application installed in Windows 7?

A. Install the application in safe mode.
B. Install the application with compatibility mode.
C. Install the latest Windows service packs and updates.

D. Install Windows Security updates on the system.

Correct Answer: B

QUESTION 176

A user has not received any new emails on their smartphone in the last two days. The user is able to access the Internet without any problems. Which of the following should the user do FIRST?

A. Restart the smartphone.
B. Reconfigure the smartphone email account.
C. Resynchronize the smart phone.
D. Update the operating system.

Correct Answer: A

QUESTION 177

A technician needs to format a file system to be compatible with the WIDEST range of operating systems. Which of the following file systems should be used?

A. NTFS
B. FAT16
C. CDFS
D. FAT32

Correct Answer: D

QUESTION 178

For any given 802.11n wireless Internet signal, which of the following is needed to establish a connection?

A. MAC address filtering
B. Windows password
C. Proper SSID
D. SSL certificate

Correct Answer: C

QUESTION 179

A user reports that a file they shared out on their computer for another network user is not accessible to the third party. The user insists they specifically gave this third party Allow rights for Read and Write access. Which of the following could explain the problem at hand?

A. The parent folder has explicit Allow rights set for this user.
B. The parent folder has explicit Deny rights set for this user.
C. The user forgot to share the parent folder and only shared the specific file.
D. The parent folder likely has the “archive” attribute enabled.

Correct Answer: B

QUESTION 180
A company is experiencing issues with third parties tailgating authorized users during entry to secure server rooms. Which of the following would BEST alleviate this problem?

A. Retinal scanners
B. Mantraps
C. Door locks
D. Smart card badges

Correct Answer: B

QUESTION 181
A consultant is looking to consolidate six company servers onto one physical system. Which of the following requirements is MOST important on the new setup to ensure stable functionality of the virtual environment?

A. Client hardware requirements
B. Server software security requirements
C. Server hardware resources
D. Network resources

Correct Answer: C

QUESTION 182
Which of the following security concepts establishes the notion that a user should only be given sufficient access to the resources they need to perform their job function?

A. Deny all
B. Allow all
C. Most privilege

D. Least privilege

Correct Answer: D

QUESTION 183

A technician is trying to diagnose a laptop that is experiencing heavy artifact corruption and random loss of video during operation. Which of the following are MOST likely causes of this problem? (Select TWO).

A. Integrated system video chip is failing and/or near death.
B. Video drivers were not installed directly from Microsoft update.
C. Incompatible or untested video drivers have been installed.
D. The BIOS is not set for the proper operation temperature of the video chipset.
E. The BIOS is underclocking the video card's operating speed.

Correct Answer: AC

QUESTION 184

A user reports that every time they use a search engine and click on a link to go to a website, they instead are taken to a site blocked by their company's content filter. The user is not trying to go to the blocked site and needs to be able to successfully use the search engine to complete their assignment. Which of the following tools would a technician use to BEST resolve this issue?

A. Anti-malware software
B. Factory pre-installation
C. System restore
D. Recovery console

Correct Answer: A

QUESTION 185

After being infected with a virus, a user's computer does not recognize the user as having local administrator rights to the computer. After troubleshooting the issue, a technician determines the computer needs to be rebuilt and data needs to be restored from the user's backup. Which of the following tools would BEST reset the computer to how it worked when first purchased?

A. Recovery Console
B. Factory restore CD
C. Anti-malware software
D. System Restore

Correct Answer: B

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QUESTION 186
A technician installed a second hard drive in a computer. Upon restart, a message appears stating. “primary drive 0 not found. Press F1 to continue." Which of the following should the technician check FIRST?

A. That NTLDR and boot.ini are not missing
B. Proper drive installation (e.g. cables/jumpers)
C. If computer can boot into safe mode
D. If the BIOS boot settings are correct

Correct Answer: B

QUESTION 187
The shared folder named C$ is an example of which of the following?

A. Local share
B. Permission propagation
C. Inheritance
D. Administrative share

Correct Answer: D

QUESTION 188
Which of the following is BEST used to prevent other people from viewing a user’s computer screen?

A. Anti-virus software
B. Key fob
C. Biometric device
D. Privacy filter

Correct Answer: D

QUESTION 189
A pest exterminator tries to gain access to a company’s computer lab, but the receptionist does

not see an extermination scheduled on the calendar and denies the exterminator access to the lab. Which of the following security threats almost occurred?

A. War driving
B. Social engineering
C. Shoulder surfing
D. Phishing

Correct Answer: B

QUESTION 190
Which of the following can be used as an appropriate boot device?

A. USB drive
B. HDMI
C. OEM recovery media
D. FDISK

Correct Answer: A

QUESTION 191
A user tries to connect to the Internet using a dial-up modem and receives a "No dial tone detected" message. Which of the following is the FIRST thing the technician should check to troubleshoot the issue?

A. Check if the cable is connected on the modem's phone RJ45 port.
B. Check if the cable is connected on the modem's line RJ11 port.
C. Check if the cable is connected on the modem's line RJ45 port.
D. Check if the cable is connected on the modem's phone RJ11 port.

Correct Answer: B

QUESTION 192
Which of the following software types would need to be installed on a mobile device to help prevent data from being viewed if the device is lost?

A. Remote wipe
B. Antivirus
C. GPS locator
D. Remote backup application

Correct Answer: A

QUESTION 193
Which of the following is the BEST tool to verify the cable is plugged into the correct port on the patch panel?

A. Cable certifier
B. Punch down
C. Toner probe
D. Cable tester

Correct Answer: C

QUESTION 194
Which of the following is the BEST tool for a technician to use to make sure the network wires are securely fastened in a wall jack?

A. Crimper
B. Small flat screwdriver
C. Wire strippers
D. Punch down

Correct Answer: D

QUESTION 195
Which of the following is the BEST tool for a technician to use to make sure the network cable is securely fastened in the RJ45 connector?

A. Cable tester
B. Crimper
C. Small flat screwdriver
D. Punch down

Correct Answer: B

QUESTION 196
A technician is using the troubleshooting theory to help resolve a problem that is occurring with a

client's machine. The technician has verified system functionally. Which of the following is the NEXT step in the troubleshooting theory?

A. Identify the problem.
B. Establish a plan of action to resolve the problem.
C. Test the theory to determine cause.
D. Document findings, actions, and outcomes.

Correct Answer: D

QUESTION 197
A client reports that their VoIP phone screen displays duplicate IP address. Which of the following is the FIRST action to try to resolve this problem?

A. Change MAC address settings
B. Call the vendor
C. Try another LAN connection
D. Reboot the phone

Correct Answer: D

QUESTION 198
After an installation of a video adapter, the screen on a Windows 7 system cannot be seen. Which of the following Windows 7 functions will resolve this?

A. Component Management
B. Startup Repair
C. Device Manager
D. Task Manager

Correct Answer: B

QUESTION 199
A user gets an error message that the trust relationship to the domain has been broken. Which of the following can be done to resolve this from the client desktop?

A. Re-join the computer to the domain.
B. Reboot the PC as the domain will automatically rebuild the relationship.
C. Update the BIOS using the latest version.
D. Run CHKDSK.

Correct Answer: A

QUESTION 200

Which of the following resources is MOST important for accessing remote virtual environments on a client machine?

A. Network speed
B. CPU speed
C. High speed memory
D. Drive space

Correct Answer: A

QUESTION 201

A computer program that functions normally while quietly installing malicious software on a machine is known as a:

A. DDoS attack
B. Worm
C. Phishing attack
D. Trojan

Correct Answer: D

QUESTION 202

Which of the following security threats is BEST mitigated through proper user training?

A. A Worm
B. Rootkits
C. Social Engineering
D. Browser Adware

Correct Answer: C

QUESTION 203

A user sent an email requesting that a technician check if a computer is on and connected to the

Internet so the user can login from home. Which of the following commands in the command prompt would a technician use to verify if the computer is on and connected without having to go to the computer?

A. NSLOOKUP
B. NETSTAT
C. PING
D. IPCONFIG

Correct Answer: C

QUESTION 204
A technician recently removed spyware from a computer and now the user is getting error messages about system files. Which of the following tools would a technician use to verify all system files are intact and in their original versions?

A. Repair Disk
B. SFC
C. FIXMBR
D. ASR

Correct Answer: B

QUESTION 205
A technician gets a call from a customer stating that their computer will not boot. They are getting the following error "invalid system disk". Which of the following should the technician check FIRST?

A. Verify the operating system is installed correctly.
B. Verify that all removable drives are empty.
C. Verify Boot.ini is on the hard drive.
D. Verify the computer will boot into safe mode.

Correct Answer: B

QUESTION 206
The practice of following an authorized person through an entrance without using a badge to defeat security is called:

A. tailgating
B. spamming
C. shredding
D. phishing

Correct Answer: A

QUESTION 207
Turnstiles and other mantraps will prevent which of the following security threats?

A. Shoulder surfing
B. Tailgating
C. Rootkits
D. Viruses

Correct Answer: B

QUESTION 208
Which of the following encryption standards is found on older wireless devices and provides minimal security?

A. WPA
B. WPA2
C. WEP
D. AES

Correct Answer: C

QUESTION 209
An IR printer stops working for half of an office while the other half is able to print. Which of the following should be checked FIRST?

A. Proper lighting
B. Paper levels
C. Physical obstructions
D. Printer share name

Correct Answer: C

QUESTION 210
If a computer does not have an optical drive, which of the following is the MOST efficient method to install an operating system?

A. Emergency Restore CD
B. Floppy disk
C. USB flash drive
D. Bluetooth connection

Correct Answer: C

QUESTION 211
Which of the following is the MAXIMUM number of primary partitions that can be created on a hard drive with FAT32?

A. 2
B. 4
C. 6
D. 8

Correct Answer: B

QUESTION 212
Phishing is:

A. An infection that causes a web browser to go to a different site than the one intended from a search result page.
B. A technique used to obtain financial information from a user mimicking a legitimate website.
C. An infection that causes a computer to behave erratically by playing music and launching browser windows.
D. A technique used to obtain financial information from a user by compiling information from social networks and their friends.

Correct Answer: B

QUESTION 213
The computer starts up and runs for less than a minute before shutting down or locking up. This is a symptom of:

A. overheating
B. incompatible RAM
C. a faulty hard drive
D. a bad internal USB hub

Correct Answer: A

QUESTION 214
When the computer is turned on it emits a series of beeps and does not POST. This can be caused by a bad:

A. CMOS battery
B. video card
C. IDE cable
D. floppy cable

Correct Answer: B

QUESTION 215
A technician needs to decrease the time it takes to install an operating system on 100 computers. Which of the following installations would the technician use to reduce hands-on time spent on each computer?

A. Upgrade installation
B. USB installation
C. Unattended installation
D. Clean installation

Correct Answer: C

QUESTION 216
A technician is configuring a PC that will have confidential information stored on it. To ensure that only authorized users can access this PC, which of the following should the technician do? (Select TWO).

A. Disable the guest account
B. Install antivirus applications
C. Disable DHCP
D. Change the SSID
E. Change the default username

Correct Answer: AE

QUESTION 217

A company recently had a security breach and is now required to increase the security on their workstations. A technician has been tasked to harden all the workstations on the network. Which of the following should the technician do?

A. Enable Windows automatic updates
B. Enable screensaver required passwords
C. Enable MAC filtering
D. Enable wireless encryption

Correct Answer: B

QUESTION 218

A technician recently installed a new video card in a PC. The PC already has integrated video on the motherboard. When the technician turns on the PC, there is no video. Which of the following is MOST likely the cause?

A. The motherboard BIOS version is out of date.
B. The incorrect video card drivers are installed.
C. The power connector for the video card is unplugged.
D. The video card is unsupported by the motherboard.

Correct Answer: C

QUESTION 219

A user receives a phone call from a person claiming to be from technical support. This person knows the user's name and that the user has Windows installed on their computer. The technician directs the user to open Event Viewer and look at some event log entries to demonstrate the effects of a virus on the computer. The technician also asks the user for their user ID and password so that they can clean the computer. This is an example of which of the following security threats?

A. Social engineering
B. Phishing
C. Malware
D. Virus

Correct Answer: A

QUESTION 220

A user has just purchased a wireless router for their home. Which of the following should be done to BEST secure the router from unauthorized access? (Select TWO).

A. Change router default logins.
B. Change the security settings on their computer.
C. Set encryption on the router.
D. Update router firmware.
E. Change the encryption on the computer's wireless adapter.

Correct Answer: AC

QUESTION 221

A user's CRT display is not displaying colors correctly. Turning the display to the right or left sometimes temporarily corrects the problem. Which of the following should the technician check?

A. The video card display driver.
B. The CRT power cable.
C. The video cable.
D. The CRT On Screen Display (OSD).

Correct Answer: C

QUESTION 222

A laser printer is producing completely blank sheets. Which of the following processes should the technician check FIRST?

A. Fusing
B. Paper handling
C. Transfer
D. Development

Correct Answer: D

QUESTION 223

A Windows user states that every time they hit certain letter keys on their notebook, a number appears instead of the letter. Which of the following items is MOST likely the cause of this problem?

A. The user enabled sticky keys.

B. The user changed the keyboard character set.
C. The user enabled accessibility options.
D. The user enabled num lock.

Correct Answer: D

QUESTION 224
A Windows 7 desktop PC has crashed (i.e. BSOD) several times indicating a possible RAM problem. Which of the following is an OS built-in tool that can be used to test this problem?

A. Windows System Restore
B. Windows System File Checker
C. MSCONFIG
D. Windows Memory Diagnostic

Correct Answer: D

QUESTION 225
Which of the following should be regularly scheduled to fix hard drive errors?

A. Defragmentation
B. Check Disk
C. System Restore
D. Antivirus Scan

Correct Answer: B

QUESTION 226
A user is experiencing slow performance with their computer. A technician suspects the computer has a virus and runs antivirus software. A virus is found and removed, but the performance issue is not resolved. Which of the following should the technician perform NEXT?

A. Document findings, actions, and outcomes
B. Establish a plan of action to resolve the problem
C. Re-establish a new theory or escalate
D. Implement preventative measures

Correct Answer: C

QUESTION 227

After installing a new multifunctional printer, an administrator realizes the flatbed scanner does not scan any documents. Which of the following is the MOST likely reason of the issue?

A. The scanner lock switch on the device is locked.
B. The printer driver was installed incorrectly.
C. The multifunction printer's USB cable was plugged into the incorrect port.
D. The scanner's alignment and calibration was not performed.

Correct Answer: A

QUESTION 228
After replacing a motherboard on a customer's laptop for a no sound issue, a technician realizes that there is intermittent wireless connectivity on the laptop. Which of the following should the technician perform FIRST?

A. Reinstall the driver of the WiFi card.
B. Check to see if there is a wireless switch on the laptop and its current position.
C. Replace the wireless card because it is not fully compatible with the new motherboard.
D. Check if the WiFi antenna is connected properly to the wireless card.

Correct Answer: D

QUESTION 229
The benefit of MAC filtering in wireless networking is that the network:

A. is encrypted
B. is not visible
C. uses static IP addresses
D. is more secure

Correct Answer: D

QUESTION 230
A technician is trying to request a new IP address to a customer's computer through the command prompt. Which of the following commands should the technician use?

A. ipconfig /flushdns
B. ipconfig /renew

C. ipconfig /all
D. ipconfig /release

Correct Answer: B

QUESTION 231
A customer is not able to connect to any websites. Which of the following commands should a technician run FIRST to identify the issue?

A. NETSTAT
B. NET SHOW
C. IPCONFIG
D. TRACERT

Correct Answer: C

QUESTION 232
A technician wants to know the MAC address of a computer. Which of the following commands would the technician use?

A. IPCONFIG
B. NSLOOKUP
C. NETSTAT
D. PING

Correct Answer: A

QUESTION 233
A technician would like to dispose of a hard drive that is no longer needed. According to company policy, all contents on the disk should be deleted before disposal. Which of the following OS command line tools should be used?

A. CHKDSK
B. DEL
C. SCANDSK
D. FORMAT

Correct Answer: D

QUESTION 234

When securing a new wireless router, which of the following should be changed FIRST?

A. Default SSID
B. Radio power levels
C. Default password
D. DHCP settings

Correct Answer: C

QUESTION 235
A computer starts to boot then quickly shuts down. Which of the following should the technician use to troubleshoot this issue?

A. Toner probe
B. Power supply tester
C. Loopback plugs
D. Events logs

Correct Answer: B

QUESTION 236
A client has a computer that is infected with several viruses and spyware. Which of the following should the technician perform FIRST before spyware removal?

A. Run Windows Update
B. Disable system restore
C. Run the chkdsk /r command
D. Disable network cards

Correct Answer: B

QUESTION 237
A PC is running slower than usual. Which of the following tools would BEST diagnose the possible bottleneck?

A. CHKDSK
B. Device Manager

C. Task Scheduler
D. Task Manager

Correct Answer: D

QUESTION 238
Which of the following switches should a technician use with the PING command to resolve an IP address to a hostname?

A. -a
B. -f
C. -n
D. -t

Correct Answer: A

QUESTION 239
A technician is trying to setup a non-domain user account on a workstation, but receives the following error message "Password does not meet the complexity requirements." Which of the following utilities should the technician use to identify the criteria?

A. Local Security Policy
B. Users and Groups
C. Performance Monitor
D. MSCONFIG

Correct Answer: A

QUESTION 240
In a SOHO wireless network, which of the following prevents unauthorized users from accessing confidential data?

A. Reduce broadcast power
B. Change SSID name
C. Set encryption
D. Enable MAC filtering

Correct Answer: C

QUESTION 241

Which of the following commands is used to map a network drive?

A. NBTSTAT
B. NET USE
C. NETMAP
D. NETSTAT

Correct Answer: B

QUESTION 242
A technician recently setup a new wired network and wants to ensure only their computers can use it. Which of the following is the MOST secure way to accomplish this?

A. Make sure the computers are using strong passwords.
B. Enable an intrusion detection system.
C. Assign the computers static IP addresses.
D. Disable the extra ports on the router.

Correct Answer: D

QUESTION 243
Which of the following BEST describes a method for installing an operating system across the network?

A. USB 3.0
B. IEEE 1394
C. PXE
D. NTFS

Correct Answer: C

QUESTION 244
Which of the following would be the BEST format for optical media?

A. FAT32
B. EXT3
C. CDFS
D. NTFS

Correct Answer: C

QUESTION 245

After updating the device drivers for a video adapter, a user reports they are only able to view a portion of the screen and the text is very large. Which of the following is MOST likely the cause?

A. Refresh rate set too low.
B. Refresh rate set too high.
C. Resolution set too low.
D. Resolution set too high.

Correct Answer: C

QUESTION 246

After connecting a laptop to an external monitor, no display is detected and the monitor goes into sleep mode. Which of the following should be attempted FIRST to correct the problem? (Select TWO).

A. Change the input mode on the monitor.
B. Reboot the operating system.
C. Reload the display adapter drivers.
D. Toggle the display using the keyboard shortcut.
E. Verify network connectivity.

Correct Answer: AD

QUESTION 247

A technician has been dispatched to a customer site to diagnose an issue where the computer turns off intermittently. Upon arriving at the site, the technician detects a smoke smell coming from the computer. Which of the following is the BEST solution?

A. Power down the system and replace the CPU.
B. Power down the system and replace the power supply.
C. Install an additional case fan for proper ventilation.
D. Remove the side panel for proper ventilation.

Correct Answer: B

QUESTION 248

Which of the following security measures is usually found in a laptop?

A. Biometrics
B. Bollard
C. Hypervisor

D. Key fobs

Correct Answer: A

QUESTION 249
Which of the following can be achieved with Group Policy to help with workstation security measures?

A. BitLocker password
B. Complexity requirements
C. BIOS password
D. Wake on LAN

Correct Answer: B

QUESTION 250
Which of the following can enable a technician to remove a virus that prevents users from updating their antivirus software?

A. Recovery console
B. REGEDIT
C. Safe mode
D. MSCONFIG

Correct Answer: C

QUESTION 251
A technician notices that a computer is making a loud clicking noise but continues to run. System speed is barely affected, but they cannot access certain drives. These are the symptoms of which of the following?

A. Failing second hard drive
B. Failing system hard drive
C. Bad CMOS chip
D. Bad CPU fan

Correct Answer: A

QUESTION 252
A user's laptop has died but the hard drive is still functioning. Which of the following is the BEST way for the user to still access and edit all of their data?

A. Burn their data to DVDs.
B. Use a SCSI to USB adaptor.
C. USB hard drive enclosure.
D. Copy their data to a USB flash drive.

Correct Answer: C

QUESTION 253
Which of the following is the BEST way to get rid of dead pixels on a laptop screen?

A. Replace the inverter.
B. Replace the back bezel.
C. Replace back light.
D. Replace the LCD.

Correct Answer: D

QUESTION 254
A technician is tasked with upgrading a network card on a Windows 7 Professional PC. The technician installs the network card, loads Windows XP drivers that came with the network card, and reboots the PC. Upon rebooting, the computer blue screens and the technician cannot get the computer to boot up properly. Which of the following should the technician perform to resolve this issue without any data loss? (Select TWO).

A. Remove network drivers.
B. Install Windows XP Service Pack 3.
C. Reinstall Windows 7 Professional.
D. Install Windows 7 Service Pack 1.
E. Boot up in safe mode.

Correct Answer: AE

QUESTION 255
In which of the following operating systems does Windows XP mode come as a free download to be used for application compatibility?

A. Windows 7 Starter
B. Windows 7 Professional

C. Windows Vista Business
D. Windows 7 Home Premium

Correct Answer: B

QUESTION 256
The Aero feature is found in which of the following operating systems? (Select TWO).

A. Windows 7 Home Premium
B. Windows 7 Starter
C. Windows Vista Enterprise
D. Windows XP Media Center
E. Windows XP 64-bit Professional

Correct Answer: AC

QUESTION 257
An audio visual company has decided that they want to migrate from Windows XP Professional SP2. The company has a domain network. A technician is tasked with selecting an operating system. Which of the following should the technician select?

A. Windows 7 Home Premium
B. Windows Vista Home Premium
C. Windows 7 Professional
D. Windows XP Media Center

Correct Answer: C

QUESTION 258
A technician is installing and configuring a SOHO wireless network for a client. The client only wants five authorized computers to connect to the network with a defined IP range. Which of the following should the technician configure on the router? (Select TWO).

A. DMZ
B. DHCP
C. ARP
D. SSID
E. MAC filtering

Correct Answer: BE

QUESTION 259

A user calls the helpdesk and states that they are receiving an IP conflict error on their computer. The user is on a company network that uses DHCP. The technician verified the PC is using DHCP to obtain TCP/IP settings. Which of the following commands should the helpdesk technician use to resolve this issue? (Select TWO).

A. Ipconfig /renew
B. Ipconfig /registerdns
C. Ipconfig /all
D. Ipconfig /flushdns
E. Ipconfig /release

Correct Answer: AE

QUESTION 260

A user calls the helpdesk and states that they suddenly cannot connect to the Internet or any other network resources. The user is on a company network that uses DHCP. The technician runs IPCONFIG from the command prompt and the PC has an IP address of 0.0.0.0. Which of the following steps should the technician perform FIRST to troubleshoot this issue?

A. Check the network cable.
B. Replace network card.
C. Assign a static IP address.
D. Reinstall the network drivers.

Correct Answer: A

QUESTION 261

A technician has installed the hardware for a SOHO wired network. Which of the following is the FIRST step to securing the network?

A. Enable MAC filtering.
B. Change default usernames and passwords.
C. Disable unused ports.
D. Assign static IP addresses.

Correct Answer: B

QUESTION 262

A bank is upgrading some clerical users' PCs. Which of the following would be the MOST appropriate method for erasing the data on the old PCs?

A. Drive degauss
B. Standard format
C. Change the jumpers on the hard drive
D. Quick format

Correct Answer: A

QUESTION 263
Which of the following is a security threat that uses email to trick users?

A. Phishing
B. Virus
C. Spyware
D. Shoulder surfing

Correct Answer: A

QUESTION 264
A user reports that the desktop PC shuts down 10 minutes after turning it on in the morning. When the technician moves the PC, it sounds like there are loose parts sliding around in the case. Which of the following is the MOST likely explanation for the PC shutting down?

A. The CMOS battery is bad.
B. A memory module has become unseated.
C. The heat sink retaining clip has broken loose.
D. The hard drive cable was disconnected.

Correct Answer: C

QUESTION 265
A technician is diagnosing a PC running Windows 7 which has been affected with an "NTLDR is missing" error message. Which of the following command line tools would BEST resolve the problem?

A. Fixboot

B. CHKDSK
C. Scandisk
D. DEFRAG

Correct Answer: A

QUESTION 266
A user reports that people are receiving emails from their account that the user never sent. Which of the following security measures would BEST resolve the problem?

A. Check the boot.ini on the PC for malicious entries.
B. Change the account password.
C. Upgrade the email client to a newer version.
D. Install a more expensive spam filter.

Correct Answer: B

QUESTION 267
A technician is repairing a workstation that exhibits random reboots at odd times of the day. Which of the following should be performed FIRST when troubleshooting the issue? (Select TWO).

A. Check the PSU integrity.
B. Check the CMOS battery.
C. Check the video card integrity.
D. Check the memory integrity.
E. Check the optical drive integrity.

Correct Answer: AD

QUESTION 268
A technician is troubleshooting a PC that is not completing POST and merely provides an audible beep code. Which of the following should be the FIRST item checked?

A. The type of IDE cable used for the hard drive.
B. The CMOS battery charge.
C. The amount of available power to the hard drive.
D. The memory configuration.

Correct Answer: D

QUESTION 269

A user has an external hard drive which they forget to unplug before booting their machine. Each time this happens, an error shows on the screen which states "Boot sector missing – reboot to try again." Which of the following would be the BEST way to resolve this?

A. Change BIOS options to remove floppy drive from the boot order.
B. Change BIOS options to remove USB device from the boot order.
C. Change BIOS options to remove CD drive from the boot order.
D. Set the SATA setting in BIOS to AHCI from IDE.

Correct Answer: B

QUESTION 270

A user states that their old notebook loses connectivity to the Internet several times a day at work and at home. The issue started after the wireless card was replaced. Which of the following items is MOST likely causing the issue?

A. The motherboard drivers are not current.
B. The drivers for the NIC need to be updated.
C. The wireless on/off switch is not in the on position.
D. The keyboard is faulty and turns the wireless NIC on and off.

Correct Answer: B

QUESTION 271

Which of the following commands may need to be run after a virus removal if the computer will not boot?

A. SCANDSK
B. DXDIAG
C. FIXMBR
D. MSCONFIG

Correct Answer: C

QUESTION 272

A technician would like to map a network drive. Which of the following indicates the correct path for mapping a network drive?

A. \\share\servername
B. \\username\servername
C. \\password\share

D. \\servername\share

Correct Answer: D

QUESTION 273
Which of the following is the MINIMUM account required to install most programs on Windows XP?

A. Power user
B. Administrator
C. Standard user
D. Guest

Correct Answer: A

QUESTION 274
Which of the following security methods is BEST used to track access to a server room?

A. Biometric lock
B. Sign-in log
C. Mantrap
D. Key lock

Correct Answer: A

QUESTION 275
Which of the following user accounts should be disabled to adhere to security best practices?

A. Standard user
B. Guest
C. Administrator
D. Power user

Correct Answer: B
QUESTION 276
Which of the following user accounts should be renamed to adhere to security best practices?

A. Power user
B. Guest
C. Standard user
D. Administrator

Correct Answer: D

QUESTION 277

When walking past a server with a RAID 5 array, a technician hears a loud clicking noise. Which of the following could MOST likely occur?

A. BSOD
B. OS not found on boot
C. Hard drive failure
D. RAID array failure

Correct Answer: C

QUESTION 278

A wireless network is experiencing intermittent connectivity. Which of the following would BEST resolve this issue?

A. Enable MAC filtering
B. Change broadcast channel
C. Enable wireless encryption
D. Disable SSID broadcasting

Correct Answer: B

QUESTION 279

When configuring user accounts, which of the following should a technician perform?

A. Make all users local administrators.
B. Assign the minimum required access to the users.
C. Make all users standard users.
D. Assign the maximum required access to the users.

Correct Answer: B

QUESTION 280

A technician needs to rebuild a computer that had a virus. Which of the following data destruction methods should be used to ensure the virus has been successfully erased before reinstalling the operating system, programs, and all user data?

A. Standard format
B. Low level format

C. Shredder
D. Degaussing tool

Correct Answer: A

QUESTION 281
Which of the following security threats do shredders help prevent?

A. Dumpster diving
B. Malware
C. Phishing
D. Worms

Correct Answer: A

QUESTION 282
A user states when they press certain letters on their laptop's keyboard, a number is displayed on the screen. Which of the following can the technician perform to resolve this issue?

A. Change the character mapping
B. Turn off number lock
C. Replace the keyboard
D. Update the keyboard drivers

Correct Answer: B

QUESTION 283
Which of the following is the correct path to determine the IP address on an iOS device?

A. General> Settings> Wi-Fi> SSID Name> Network> IP address
B. Wi-Fi> SSID Name> Network> IP address
C. Settings> General> Network> Wi-Fi> SSID Name> IP address
D. Location Services> Settings> Wi-Fi> SSID Name> Network> IP address

Correct Answer: C

QUESTION 284
A contractor needs to destroy several drives containing confidential information so that they can never be used again. Which of the following destruction methods would BEST accomplish this task?

A. Overwrite the hard drives.
B. Drill into the hard drives.
C. Degauss the hard drives.
D. Sanitize the hard drives.

Correct Answer: B

QUESTION 285
A customer purchases a new 802.11n router for their home. They connect it to their current 801.11g devices, as well as their new laptop. Even though the laptop has a built-in 802.11n antenna, they are not noticing any speed increase. Which of the following is the MOST likely cause?

A. The laptop is not close enough to the router.
B. The router should be set to "G-Only".
C. The router is broadcasting in Mixed Mode.
D. The laptop needs a dedicated access point.

Correct Answer: C

QUESTION 286
Which of the following home computer synchronization methods are possible with an iOS device? (Select TWO).

A. Infrared
B. USB
C. FireWire
D. Wi-Fi
E. Parallel

Correct Answer: BD

QUESTION 287
A customer states their laptop screen is very dim. In order to avoid going to the client site, which of the following is the FIRST action the customer should perform?

A. Increase the resolution.
B. Use function keys.
C. Reboot the laptop.
D. Go to the Power Options in Control Panel.

Correct Answer: B

QUESTION 288

A customer says they cannot access the network printer. The technician cannot PING the printer from their location. Which of the following should be the NEXT step in troubleshooting this issue?

A. Check the toner cartridge.
B. Reboot client PC.
C. Check the link lights on printer NIC.
D. Reboot the printer.

Correct Answer: C

QUESTION 289

A user has too many applications starting when they log into windows. From the command line, which of the following tools is the FASTEST option to prevent these applications from running on startup?

A. MSCONFIG
B. SERVICES.MSC
C. REGEDIT
D. MSINFO32

Correct Answer: A

QUESTION 290

From which of the following tools can a technician locate the PID of an application?

A. Local Security Policy
B. MSCONFIG
C. Computer Management
D. Task Manager

Correct Answer: D

QUESTION 291

A technician has a computer locked in a cabinet in the office that shares a printer and some files. The computer must remain on. Which of the following Control Panel options would be used to control the users that are able to shut the computer down?

A. Power options

B. Security center
C. Local security policy
D. System

Correct Answer: C

QUESTION 292
A customer states that another technician just removed some viruses and now they are not able to connect to websites such as Windows Update, but are able to connect to others. Which of the following is the MOST likely cause of the issue?

A. NIC driver is damaged.
B. Not all viruses have been fixed.
C. Internet Explorer cache is full.
D. Host file has been manipulated.

Correct Answer: D

QUESTION 293
Which of the following file system types is used for optical media?

A. FAT32
B. FAT
C. CDFS
D. NTFS

Correct Answer: C

QUESTION 294
A user has setup a SOHO and needs to implement a network configuration that allows for sharing of devices and files across the network without the complexity of a centralized server. Which of the following would be MOST appropriate?

A. PAN
B. WorkGroup
C. Domain
D. WAN

Correct Answer: B

QUESTION 295

A customer reports that their wireless laptop cannot connect after removing it from its carrying case. The laptop boots and the user is able to log in. Which of the following should be checked FIRST?

A. External antenna switch
B. Status in Device Manager
C. Available hard drive space
D. Laptop battery levels

Correct Answer: A

QUESTION 296

Which of the following supports IP telephony devices without requiring external power?

A. VPN
B. PoE
C. QoS
D. WEP

Correct Answer: B

QUESTION 297

A customer is concerned about a computer that repeatedly beeps when attempting to power on. Which of the following is MOST likely the cause?

A. Network cable is unplugged.
B. USB 2.0 is plugged into USB 1.1 port.
C. RAM not seated properly.
D. Optical media was left in the drive.

Correct Answer: C

QUESTION 298

A customer wants to use VoIP phones without having to plug them into an electrical outlet. Which of the following switch features would a technician recommend?

A. QoS
B. Gigabit
C. PoE
D. Wake-on-LAN

Correct Answer: C

QUESTION 299
A customer reports that after a technician cleaned up a rogue antivirus program, the customer cannot browse the web. Which of the following should the technician check to resolve the situation?

A. Browsing history
B. Firewall settings
C. User privileges
D. Proxy settings

Correct Answer: D

QUESTION 300
A technician has 50 identical computers that need to be upgraded to the Windows 7 OS, and are capable of booting from the network. They are running a Gigabit network with a Windows deployment server. Which of the following will be the BEST to use in this scenario?

A. UEFI
B. Windows 7 DVD
C. PXE
D. USB flash

Correct Answer: C

QUESTION 301
Browser redirection is caused by which of the following types of viruses?

A. Hijack
B. Trojan
C. Worm
D. Keylogger

Correct Answer: A

QUESTION 302
A technician receives an error every time a workstation boots up. The technician needs to find out what process is responsible for the error. Which of the following utilities would be used FIRST?

A. System Control Panel
B. Task Manager
C. Event Viewer
D. MSCONFIG

Correct Answer: C

QUESTION 303
Which of the following tools would be used to connect CAT5e cabling to a patch panel?

A. Punch down
B. Wire strippers
C. Loopback plugs
D. Crimper

Correct Answer: A

QUESTION 304
A user has a perimeter firewall and up-to-date antivirus software. The user is asking what else they can do to improve their security. Which of the following will have the MOST impact on network security? (Select TWO).

A. Install additional antivirus software
B. Disable screen savers
C. Conduct a daily security audit
D. Assign security rights based on job roles
E. Use strong passwords

Correct Answer: DE

QUESTION 305
A user states that when they power on their computer, they receive a “Non-bootable drive” error. The user works with external storage devices to transport data to their computer. The user stated that the computer worked fine the day before. Which of the following should be checked FIRST to resolve this issue?

A. Jumper settings
B. Device boot order
C. PXE boot settings
D. Hard drive cable

Correct Answer: B

QUESTION 306
A service technician is installing a second hard drive on a desktop PC running Windows 7. The second hard drive is the same make and model of the first hard drive. The technician would like to provide data redundancy. Which of the following should the technician use to accomplish this?

A. Disk Management
B. Device Manager
C. System Configuration
D. Data Sources

Correct Answer: A

QUESTION 307
A technician is trying to troubleshoot an issue on a Windows 7 computer remotely, but is unable to PING the computer. The technician verified that the computer is turned on, has network connectivity, and can get to the Internet. Which of the following is MOST likely the issue?

A. The technician does not have permissions.
B. Local security policy settings is incorrect.
C. Wake-on-LAN is disabled.
D. Windows firewall is enabled.

Correct Answer: D

QUESTION 308
An Internet browser's cookie could be classified as which of the following?

A. Rootkit
B. Phishing
C. Malware
D. Spyware

Correct Answer: D

QUESTION 309
A technician is working on a workstation that is receiving read/write failures when trying to access a particular file. Which of the following commands should the technician use to resolve this issue?

A. DISKPART
B. FORMAT
C. CHKDSK
D. FDISK

Correct Answer: C

QUESTION 310
A technician is tasked with changing the account lockout threshold to 30 minutes in Windows 7. Which of the following should the technician use to accomplish this task?

A. User Access Control
B. Windows Security Center
C. Local Security Policy
D. Users and Groups

Correct Answer: C

QUESTION 311
A technician needs to change the minimum password length to 8 characters to make it more secure. Which of the following system settings should the technician configure?

A. Windows Firewall
B. Windows Security Center
C. Local Security Policy
D. System Configuration

Correct Answer: C

QUESTION 312
A technician is creating an image that will be used to deploy Windows 7 to 100 PCs. Which of the following tools should be used to accomplish this?

A. SYSPREP
B. Windows 7 Advisor
C. CHKDSK
D. DISKPART

Correct Answer: A

QUESTION 313

A technician needs to create a new folder from the command line on the root of the C. drive. Which of the following is the correct command to use?

A. CD
B. MD
C. PUSHD
D. RD

Correct Answer: B

QUESTION 314

A technician notices a computer is overheating after 30 minutes of use. Which of the following is the MOST likely cause?

A. Clogged temporary file folders.
B. Internal dust buildup.
C. Incorrect input voltage setting.
D. ACPI is disabled.

Correct Answer: B

QUESTION 315

A technician is having boot issues with a newly built PC, and notices the following jumper configurations for each PATA device:

- HARD DRIVE: MASTER
- OPTICAL DRIVE: CABLE SELECT

Which of the following jumper configurations should be used instead?

A. HD: Cable Select; Optical Drive: Master
B. HD: Cable Select; Optical Drive: Cable Select
C. HD: Slave; Optical Drive: Slave
D. HD: Master; Optical Drive: Master

Correct Answer: B

QUESTION 316

A technician troubleshoots a broken PC only to find that a strong burning odor is coming from inside the case. Which of the following parts MOST likely experienced a level of electrical burn?

A. PSU
B. Processor
C. CMOS battery
D. Hard drive

Correct Answer: A

QUESTION 317

A computer is showing the "No boot device found" message even though a technician has verified that the hard drive is set as Device 1 in the BIOS boot order. Which of the following causes is MOST likely at play?

A. A 40-pin cable was used instead of an 80-pin cable to connect the HDD.
B. The hard drive is disconnected.
C. The hard drive has corrupted sectors and needs a CHKDSK scan.
D. Both PATA devices are incorrectly set to the master jumper setting.

Correct Answer: D

QUESTION 318

A technician is troubleshooting a RAID 6 array on a high end CAD/CAM workstation. Two disk drives have their fault lights on. Which of the following is the BEST action for the technician to perform when fixing this problem?

A. Replace the failed drives and verify the RAID rebuilds completely.
B. Reseat the drives, backup the data, and then replace them.
C. Reseat the drives and monitor the RAID status over a few days.
D. Replace the failed drives and restore the data from a known good backup.

Correct Answer: A

QUESTION 319

A technician is called in to troubleshoot a four disk RAID 10 array on a high end Windows 7 Enterprise workstation. One drive has failed. Which of the following should the technician do to fix the problem?

A. Reseat the drive and verify the RAID array is healthy.

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B. Replace the failed drive and verify the RAID is healthy.
C. Replace the failed drive and restore the data.
D. Add a fifth drive and make it a spare.

Correct Answer: B

QUESTION 320
A user states their Windows XP desktop PC fails to boot to the Windows logo. Which of the following tools could a technician use to help diagnose if there is a pre-boot failure?

A. Multimeter
B. POST card
C. Power supply tester
D. BIOS flash

Correct Answer: B

QUESTION 321
A technician would like to limit computer access to certain users. Which of the following should be configured?

A. Advanced security
B. Boot.ini file
C. System configuration
D. Local security policy

Correct Answer: D

QUESTION 322
A user's computer will not boot. A technician notices four indicator lights on the backside of the computer. Two of the lights are green, and two are amber. Which of the following documentation should the technician read to determine what the lights are indicating?

A. Network diagram
B. Computer manual
C. Asset management
D. Wiring scheme

Correct Answer: B

QUESTION 323

Which of the following options is MOST likely active on a network of three workstations, running Windows 7 Home Edition x64, to enable File and Print sharing?

A. HomeGroup
B. Active Directory
C. WorkGroup
D. Domain Setup

Correct Answer: A

QUESTION 324

A technician is reconfiguring an email account for off-line mode. Which of the following will describe the expected time of account synchronization with the email server?

A. It will depend on the SMTP settings of the email server.
B. It will depend on the time when the account was last synchronized.
C. It will depend on the POP settings of the email server.
D. There is no off-line mode for email.

Correct Answer: B

QUESTION 325

An entry level network analyst calls and is not sure which Windows OS features to use to check for users who are currently logged on. Which of the following features would BEST assist this analyst?

A. Task Manager
B. MSCONFIG
C. Disk Management
D. Administrative Tools

Correct Answer: A

QUESTION 326

Which of the following common security threats could be occurring when a user calls and requests his co-worker's password?

A. Shoulder surfing
B. Spyware
C. Phishing

D. Social engineering

Correct Answer: D

QUESTION 327

A technician has a client's laptop that is randomly shutting down. Which of the following is the FIRST step of the troubleshooting theory that the technician will perform to resolve the laptop's issue?

A. Document finding, actions, and outcomes.
B. Identify the problem.
C. Establish a theory.
D. Establish a plan of action to resolve the problem.

Correct Answer: B

QUESTION 328

An alert needs to be sent to the administrator when the CPU stays above 90% for a period of time. Which of the following tools would BEST be used to accomplish this?

A. Performance Monitor
B. Task Scheduler
C. Task Manager
D. System Configuration

Correct Answer: A

QUESTION 329

Which of the following Control Panel utilities would be BEST to use to remove a Windows 7 application?

A. Folder Options
B. Add/Remove Programs
C. Programs and Features
D. Administrator Tools

Correct Answer: C

QUESTION 330

A customer calls and states the new plasma display they just received has yellow spots all over the screen. Which of the following is the MOST likely cause of this issue?

A. Using wrong video connector
B. Dead pixels
C. Dropped in shipping
D. Incorrect installation

Correct Answer: B

QUESTION 331
A customer calls and reports that when they walk away from their laptop for an extended period of time they have to reconnect to wireless when they get back. Which of the following will MOST likely correct this issue?

A. Disable screensaver
B. Adjust power settings
C. Replace the wireless card
D. Install a higher capacity battery

Correct Answer: B

QUESTION 332
Which of the following BEST describes the Apple utility used with iOS devices to synchronize, upgrade, and restore to factory default if needed?

A. iMac
B. iTunes
C. Safari
D. Bluetooth

Correct Answer: B

QUESTION 333
Which of the following tools and test equipment is routinely magnetized and should be used with caution around magnetic media?

A. Screwdrivers
B. Power supply testers
C. Cable testers
D. Pliers

Correct Answer: A

QUESTION 334
Which of the following utilities will display a listing of active IP ports on the computer being tested?

A. NETSTAT
B. PING
C. IPCONFIG
D. TRACERT

Correct Answer: A

QUESTION 335
Which of the following commands may be used on a computer, running Windows 7, to stop a single process from the command line?

A. ERASE
B. KILL
C. SHUTDOWN
D. DEL

Correct Answer: B

QUESTION 336
When securing a small office home office (SOHO) that has empty cubicles with unused network ports, which of the following can be used to secure ONLY the unused ports?

A. Use DHCP addressing on the network.
B. Disable the ports on the router or switch.
C. Power down the router when it is not being used.
D. Disable DNS on the network.

Correct Answer: B

QUESTION 337
New smart phones have features that allow them to be backed up to a remote location. Of which

of the following is this an example?

A. Desktop Manager
B. iOS
C. iCloud
D. App Market

Correct Answer: C

QUESTION 338
Which of the following should a technician do LAST after cleaning up a virus infection?

A. Enable system restore and create restore point
B. Update antivirus software
C. Schedule scans and updates
D. Educate the end user

Correct Answer: D

QUESTION 339
A user does not want their kids to be able to install software on their home desktop. Which of the following types of accounts should the user set up in Windows 7?

A. Standard
B. Remote Desktop Users
C. Administrator
D. Power User

Correct Answer: A

QUESTION 340
A technician is about to put a computer back into service that has not been turned on for many months. It was healthy when taken out of service and boots quickly without any problems. Which of the following actions would be a best practice to begin computer maintenance? (Select TWO).

A. Run a full antivirus scan.
B. Defragment the hard disk.
C. Run antivirus updates.
D. Run Windows updates.
E. Configure the firewall to access the Internet.

Correct Answer: CD

QUESTION 341
A technician discovers a networked computer has been infected with a zero day virus. Which of the following is the FIRST thing that should be done to the workstation?

A. Document the symptoms of the virus.
B. Turn off the computer using the power switch.
C. Unplug it from the network.
D. Run an antivirus update and then a full scan.

Correct Answer: C

QUESTION 342
Which of the following is the BEST definition of what an accelerometer does?

A. Prolongs battery life.
B. Calculates the rotation of a device.
C. Measures velocity in a given direction.
D. Makes the device run with more speed.

Correct Answer: C

QUESTION 343
Which of the following are examples of physical security? (Select TWO).

A. Badges
B. Anti-virus
C. Encryption
D. Firewalls
E. Locked doors

Correct Answer: AE

QUESTION 344
Which of the following scenarios BEST defines phishing?

A. A user receives an email from a friend to download a picture but the file format ends in .exe.
B. A user receives a pop-up message about a virus from a company that states that if they buy this product it will remove the virus.

C. A user receives a message about unwanted activity from their antivirus asking to remove the suspect file.
D. A user receives an email from a person in another country with a story as to why they need help with a financial arrangement.

Correct Answer: D

QUESTION 345
Which of the following would be the BEST way to combat social engineering?

A. User education
B. Deny social networks through the firewall
C. Badges
D. Strong password usage

Correct Answer: A

QUESTION 346
Which of the following components would a user MOST need when building a virtual server? (Select TWO).

A. Networking speed
B. High-end sound card
C. RAM
D. High-end video card
E. HDMI
F. CPU

Correct Answer: CF

QUESTION 347
Which of the following commands would a technician use to map a network share?

A. NET
B. NSLOOKUP
C. IPCONFIG
D. COPY

Correct Answer: A

QUESTION 348

A user is reporting their web browser is not going to the site they are attempting to access. Which of the following would BEST resolve this?

A. Delete all Internet cookies.
B. Ensure the user is not utilizing a proxy server.
C. Remove all Internet shortcuts.
D. Clear all Internet cache and saved passwords.

Correct Answer: B

QUESTION 349

A technician is called onsite to solve a network connection error. Upon arrival, the technician observes a message on the screen stating there is no boot drive found. Which of the following steps should the technician take NEXT?

A. Repair the boot up sequence using recovery console.
B. Restart the system, booting from a system recovery disk.
C. Restart the system to verify the proper boot sequence.
D. Inform the customer the hard drive has crashed and replace the drive.

Correct Answer: C

QUESTION 350

The technician is dispatched to a user's home to secure a wireless network. The SOHO user has only one system to connect wirelessly, yet wishes to protect their Wi-Fi from unauthorized use. Which of the following will BEST meet the user's requirements?

A. Configure the router to allow access by MAC address.
B. Configure the use of DHCP.
C. Configure the use of static IP addresses.
D. Configure the network to utilize a proxy.

Correct Answer: A

QUESTION 351

A user has installed a new wireless router and is unable to connect their game console to the manufacturer's service. Which of the following should the technician look for FIRST?

A. Ensure the game system has a static IP address.
B. Contact the manufacturer to see if service is available.

C. Ensure the game system has updated firmware.
D. Ensure the correct ports are open.

Correct Answer: D

QUESTION 352
A technician needs to use Remote Desktop Connection in order to get access to a remote Windows workstation. However, the Programs menu has been hidden and they only have access to the Run command utility or a command-line prompt. Which of the following is the utility that the technician should use to access Remote Desktop Connection?

A. MSINFO32
B. SERVICES.MSC
C. MSCONFIG
D. MSTSC

Correct Answer: D

QUESTION 353
A user reports that they cleared a paper jam and now cannot print. The technician reseats the paper and then prints a test page from the printer. A test page sent from the workstation does not print. Which of the following actions should the technician take FIRST?

A. Clear the print queue.
B. Check the printer connection.
C. Reboot the computer.
D. Stop and start the printer.

Correct Answer: A

QUESTION 354
A workstation is making a loud clicking noise that is originating from the hard drive and it is not booting. Which of the following should the technician do FIRST?

A. Visit the hard disk vendor's site and run a hardware check on the drive.
B. Put the hard drive in another system and back up all data from it.
C. Run CHKDSK immediately and replace the drive if it is bad.
D. Format the drive and restore from a previous image.

Correct Answer: B

QUESTION 355

A user is reporting that they cannot connect to the wireless network from their office but they were able to connect yesterday. Which of the following would be the MOST likely reason?

A. Radio switch on laptop is enabled.
B. Radio switch on laptop is disabled.
C. Channel interference.
D. User is too far away from the access point.

Correct Answer: B

QUESTION 356

A user on a domain network cannot install software that they need. Which of the following user groups is this user MOST likely associated with?

A. Standard user
B. Guest user
C. Power user
D. Administrator

Correct Answer: A

QUESTION 357

A user reports that their PC does not work. Which of the following would be the BEST question for the technician to ask the user to get further information?

A. “Can you get to the Internet?”
B. “What exactly does not work?”
C. “Does the PC turn on?”
D. “Are you able to sign on?”

Correct Answer: B

QUESTION 358

A user reports that their PC boots up to a screen that reads “OS not found”. Which of the following would be the MOST likely cause of this problem?

A. There are conflicting operating systems.
B. Not enough memory is available.
C. The system has a BSOD.

D. The user has a USB key attached.

Correct Answer: D

QUESTION 359

A technician is working on an issue and has identified the problem and worked out the cause. Which of the following would MOST likely be the NEXT step the technician should make?

A. Document the cause and solution.
B. Inform the user.
C. Report to the supervisor.
D. Establish a plan of action.

Correct Answer: D

QUESTION 360

Which of the following paths would a technician use to map a network drive?

A. //servername\usershare
B. \\servername\usershare
C. \\servername/usershare
D. //servername/usershare

Correct Answer: B

QUESTION 361

Which of the following is considered a method of physical security?

A. Strong passwords
B. Cipher locked doors
C. NTFS
D. Firewall

Correct Answer: B

QUESTION 362

A user is operating a virtual machine (VM) and discovers it has been infected with malware. Which of the following applies?

A. The host computer will automatically delete the VM.
B. The VM can be shut down with no harm to the host PC.
C. The host computer will quarantine the VM automatically.
D. The VM will crash and cause irreparable damage to the host PC.

Correct Answer: B

QUESTION 363
Which of the following ports MUST be open in order for Remote Desktop to function?

A. 53
B. 80
C. 3389
D. 5900

Correct Answer: C

QUESTION 364
A technician is dispatched to a location that has multiple laser printers. One of the network printers is printing what appears to be a shadow image. The technician could solve this issue by:

A. replacing the fuser
B. running calibrate
C. replacing the network cable
D. replacing the drum

Correct Answer: D
QUESTION 365
A user wants to quickly install the most recent security patch released. Which of the following options can be selected from the Windows Update website?

A. Custom settings
B. Advanced settings
C. Automatic settings
D. Express settings

Correct Answer: D

QUESTION 366
Which of the following has the HIGHEST level rights?

A. Standard User
B. Power User
C. Guest User
D. Remote Desktop User

Correct Answer: B

QUESTION 367
Which of the following allows a user to reset their password with a series of security questions that only the user should know?

A. Permission propagation
B. Administration
C. Verification
D. Authentication

Correct Answer: D

QUESTION 368
A technician needs to configure their neighbor's iPad. The neighbor wants to access their work email. The technician requires some information from their neighbor's work IT department. Which of the following information does the technician need?

A. IP address and domain
B. Server and domain
C. Server and gateway
D. IP address and DNS

Correct Answer: B

QUESTION 369
Which of the following is an advantage of a virtual machine hosted on a PC?

A. Reduces the training required for employees.
B. Reduces the amount of physical hardware required.
C. Reduces the amount of CPU required on the host PC.
D. Reduces the amount of RAM required on the host PC.

Correct Answer: B

QUESTION 370

When scheduling a backup for preventative maintenance, which of the following would ensure all data was captured?

A. Differential
B. Full
C. Incremental
D. Daily

Correct Answer: B

QUESTION 371

Which of the following commands can be used in Windows XP to modify when the CHKDSK command runs?

A. CONVERT
B. IPCONFIG
C. CHKNTFS
D. SCANDSK

Correct Answer: C

QUESTION 372

A user gets a warning from their ISP about illegally downloading copyrighted movies. The user insists that they did not download any movies and calls a technician to implement stronger small office home office (SOHO) security. Which of the following will allow only known workstations to connect to the SOHO router?

A. WPA password
B. Static IPs
C. MAC filtering
D. WEP password

Correct Answer: C

QUESTION 373

A technician is installing a webcam in a nursery for a user to monitor their baby. The user wants to ensure that the webcam is not broadcasting externally. Which of the following would the technician implement on the SOHO router to prevent the broadcast?

A. Enable MAC filtering
B. Enable static IPs
C. Block the outbound port
D. Change the default SSID

Correct Answer: C

QUESTION 374

A user installed a new SOHO router and new wireless NICs to increase their transmission speed from 802.11b to 802.11g with the manufacturer's default settings. The user lives in an apartment building and is still experiencing slowness to the Internet after the installations. Which of the following is the MOST secure option that a technician could implement to resolve this issue?

A. Hide the SSID
B. Assign static IP addresses
C. Enable MAC filtering
D. Disable the WAN port

Correct Answer: C

QUESTION 375

A user wants to prevent access to specific websites to prevent their children from accidently accessing them. Which of the following can be implemented?

A. A switch
B. Antivirus software
C. Antispyware software
D. A firewall

Correct Answer: D

QUESTION 376

A technician has upgraded an internal WiFi card on a laptop and now the signal power to connect

to a WAP is low. Which of the following is the MOST likely cause of the issue?

A. WIFI card drivers are not installed.
B. The laptop's memory is faulty.
C. The laptop's battery is dead.
D. One of the antenna wires is unplugged.

Correct Answer: D

QUESTION 377
A custom configured PC with a powerful processor, high-end video, upgraded audio, and increased cooling would be MOST suited to which of the following applications?

A. Thin client
B. Gaming PC
C. Virtualization workstation
D. Thick client

Correct Answer: B

QUESTION 378
When comparing laptops and tablet PCs which of the following is true?

A. Tablets typically have higher resolution displays.
B. Laptops typically have a longer battery life.
C. Laptops typically use touch screen displays.
D. Tablets typically use solid state drives.

Correct Answer: D

QUESTION 379
Which of the following is the MOST secure method, short of physical destruction, that would be used to ensure that data on a hard drive cannot be recovered?

A. Use a degaussing tool
B. Format the drive
C. Use an overwrite program
D. Repartition the drive

Correct Answer: C

QUESTION 380

A user will be installing a switch in a public location and will allow the six users in the office to connect to it with CAT6 Ethernet. Which of the following actions would BEST ensure that there is no unauthorized access to the switch?

A. Assign static IP addresses
B. Disable new VLANS
C. Disable unused ports
D. Disable PoE

Correct Answer: C

QUESTION 381

A user would like to run a copy of Windows XP for testing; however, the user is currently using a Windows 7 PC. Which of the following technologies should a technician recommend in order for the user to have access to both systems simultaneously?

A. Purchase a second PC
B. KVM switch
C. Dual boot
D. Virtualization

Correct Answer: D

QUESTION 382

When putting a mobile device into airplane mode, which of the following features is typically disabled? (Select TWO).

A. Bluetooth
B. Multi-touch ability
C. Data encryption
D. Cellular data
E. Wireless

Correct Answer: DE

QUESTION 383

IT suspects that other people are frequently making changes to a computer when a user leaves their desk. Which of the following security policies can be implemented in order to prevent this situation?

A. Auto-lock
B. Password complexity
C. Change the default username
D. Disable the guest account

Correct Answer: A

QUESTION 384
A client has asked a technician about drive sanitation and wants to know what the difference is between overwriting a drive and formatting a drive. Which of the following would be the BEST response from the technician?

A. "Overwriting writes 1s and 0s to a hard drive replacing the data, while formatting only clears the reference to the data and only overwrites as space is used."
B. "Nothing is different. They both destroy the data so no one can recover it."
C. "Overwriting writes 1s and 0s to the drive replacing only the user's data but not the OS data, while formatting destroys the hard drive."
D. "Overwriting replaces all the data with a single file that fills the hard drive destroying the data, while formatting erases all the data."

Correct Answer: A

QUESTION 385
Windows Virtual PC is designed to:

A. Allow a user to run older programs in a Windows XP environment.
B. Allow a user to share a printer to any user on the Internet.
C. Give the user the ability to run multiple operating systems on a tablet.
D. Give the user the ability to run 64-bit applications in virtual mode.

Correct Answer: A

QUESTION 386
Which of the following is a new feature of iOS 5?

A. Ability to dual boot the Android OS.
B. Ability to run native PC applications.
C. Ability to perform iTunes backups.
D. Ability to perform untethered updates.

Correct Answer: D

QUESTION 387
The technician is dispatched to look at a user's laptop. The user reports the system shuts down after 30 minutes of field use. The technician notices the battery is not fully charging. Which of the following should the technician perform to resolve this?

A. Remove the battery and connect it to a commercial battery charger.
B. Discharge the battery using a static mat.
C. Change the power setting on the laptop to use less power.
D. Replace the battery.

Correct Answer: D

QUESTION 388
A new application is installed which adds three new services to a customer's PC. The customer asks for help, because the new application will not start. A technician investigates and finds that one of the services has failed to start. They attempt to manually start the service but it fails. Where should the technician look NEXT for more information? (Select TWO).

A. Task Manager
B. System registry
C. Log files for the new application
D. Event Viewer
E. %SystemDir%\System32\Drivers

Correct Answer: CD

QUESTION 389
A technician is installing a new wired router and needs to disable all the ports currently not in use. The documentation for router mentions the web interface for the router is available by default at 192.168.1.1. In which of the following ways would the technician go about doing this?

A. Place labels on top of all the ports that are not to be used.
B. Manually set the IP address to 10.168.1.1, and then access the website at 192.168.1.1.
C. Use an Internet browser to access the router configuration at 192.168.1.1.

D. Use Windows Explorer and search for a file called 192.168.1.1.

Correct Answer: C

QUESTION 390

A technician is changing out a toner cartridge in a high volume printer. As they are removing the empty cyan cartridge, a large amount of blue powder falls out onto rollers in the immediate area. Which of the following should the technician do NEXT?

A. Immediately leave the scene and sound an emergency to security.
B. Use a toner vacuum to remove the spilled toner from the undesired surfaces.
C. Use compressed air to remove the spilled toner from the undesired surfaces.
D. Use the maintenance kit to remove and replace the affected parts.

Correct Answer: B

QUESTION 391

When setting up a Microsoft Exchange mail account to synchronize with an iPhone, which of the following items can be configured to synchronize besides the mail? (Select TWO).

A. Shared calendars
B. Archives
C. Global address list
D. Calendar
E. Address book

Correct Answer: DE

QUESTION 392

Which of the following allows a user to pinch zoom on an Android device?

A. Accelerometer
B. Micro USB port
C. Multi-touch
D. A trackball

Correct Answer: C

QUESTION 393

An administrator has taken steps to secure a SOHO wired network, but as a result the users report that they can no longer access the Internet but can still see other computers on the network. Which

of the following would have caused this issue?

A. Port 80 has been disabled.
B. Port 3389 has been enabled.
C. MAC filtering has been enabled.
D. LDAP has been disabled.

Correct Answer: A

QUESTION 394
Which of the following mobile phone features redirects the screen orientation as the user turns their phone?

A. GPS
B. Geotracking
C. Locator application
D. Gyroscope

Correct Answer: D

QUESTION 395
While using a mapping program, which of the following functions shows the user's location on the map as well as movements on the map as they travel?

A. Accelerometer
B. Geotracking
C. Gyroscope
D. GPS

Correct Answer: D

QUESTION 396
Which of the following BEST represents a security vulnerability of mobile devices? (Select TWO).

A. Unauthorized downloads
B. Viruses
C. Improper file permissions
D. Phishing
E. Theft

Correct Answer: BE

QUESTION 397
Which of the following BEST describes the security term known as tailgating?

A. Propping open a secure entrance to gain later access.
B. Following behind someone when entering a secure area.
C. Removing files from a site using a hidden USB drive.
D. Using someone else's logged in computer to access files.

Correct Answer: B

QUESTION 398
When connecting a Bluetooth device to a mobile device, which of the following BEST describes the purpose of discovery mode?

A. Allows two Bluetooth devices to connect to each other without a mobile device.
B. Disconnects all devices and connects to the closest powered on device.
C. Allows a peripheral to be contacted by the mobile device.
D. Instructs the phone to seek out all nearby devices and connect to them.

Correct Answer: C

QUESTION 399
Which of the following devices is MOST likely to come standard with a solid state hard drive?

A. Tablet
B. Storage server
C. Laptop
D. Desktop PC

Correct Answer: A

QUESTION 400
A user launches a software application on their Android tablet device. Once the software has loaded, the user reports that when turning the tablet to work the application in landscape mode, the software does not automatically adjust to landscape mode. Which of the following is the cause of the issue?

A. The auto-adjust setting is not enabled in the operating system.
B. The tablet is running low on power and disabled landscape mode.
C. The application was not developed to react to changes to the gyroscope.

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D. The user did not switch the tablet to landscape mode.

Correct Answer: C

QUESTION 401

A user wishes to access their contacts from their Android phone. Which of the following methods will provide the MOST up-to-date contact information on the user's phone on a daily basis?

A. Enable contact synchronization by setting up their email account on the phone.
B. Download all their contacts in a .csv file and import them into the phone via a USB laptop connection.
C. Enable Bluetooth and transfer the contacts from their laptop to the cell phone.
D. Enable email synchronization and email the contacts to the user account for download.

Correct Answer: A

QUESTION 402

Which of the following explains why a tablet OS loads quicker than a laptop OS?

A. A tablet requires less power to operate than a laptop.
B. A tablet has a smaller circuit board than a laptop.
C. A SATA drive loads data much faster than an IDE drive.
D. A SSD drive loads data much faster than a SATA drive.

Correct Answer: D

QUESTION 403

A user recently purchased a new high-end graphics card, and would like to run their existing games through an LCD TV at 1080p. However, when the installation is complete, none of the games appear correctly on the LCD TV. Which of the following is the MOST likely cause?

A. The LCD TV response rate is not fast enough for gaming.
B. The PC games cannot be run to an external display.
C. The games do not support a 1920x1080 resolution.
D. The LCD TV driver is not supported by the Windows operating system.

Correct Answer: C

QUESTION 404

A user is running a RAID 0 array and has problems with one of the drives. Which of the following actions will the technician take NEXT?

A. Replace the failing drive and let the RAID recover.
B. Add an additional drive to the array and let the RAID recover.
C. Replace the drive; all the data is lost and cannot be recovered.
D. Remap the RAID array to another drive letter to recover the data.

Correct Answer: C

QUESTION 405
A technician is taking apart a laptop in order to replace an internal part. During this process, which of the following represents a best practice?

A. Only perform the work on a plastic counter top.
B. Never use a power tool to remove screws from the case.
C. Label the screws according to where they came from.
D. When working on the bottom of a laptop, always leave the screen open.

Correct Answer: C

QUESTION 406
A user is reporting that they are clicking on search results and being redirected to the wrong sites. Which of the following should a technician check FIRST?

A. Temporary Internet Files
B. Proxy Settings
C. Cookies
D. Windows Firewall

Correct Answer: B

QUESTION 407
When setting up a new wireless router, which of the following actions should the technician take FIRST in order to secure the network? (Select TWO).

A. Disable unused ports.
B. Change the SSID.
C. Position the antennas to prevent outside access.
D. Enable MAC filtering.
E. Change the default user name.

Correct Answer: BE

QUESTION 408

A user with a CRT monitor notes that there is a discolored area in a portion of their screen. Which of the following is the MOST likely cause of the issue?

A. Bad video card.
B. The video card drivers need to be upgraded.
C. Bad monitor.
D. The screen needs to be degaussed.

Correct Answer: D

QUESTION 409

A user reports an issue of intermittent Read / Write errors occurring on their PC. Which of the following actions would a technician MOST likely take?

A. Run FDISK on the drive.
B. Update definitions and run a virus scan.
C. Low level format the drive.
D. Run CHKDSK on the drive.

Correct Answer: D

QUESTION 410

A user reports a loud clicking noise coming from their PC, but the PC operates normally. Which of the following actions should the technician perform FIRST when responding to this issue?

A. Attempt to backup data from the hard drive.
B. Shutdown the PC and replace the hard drive.
C. Format the hard drive and reload the OS.
D. Run the disk cleanup utility.

Correct Answer: A

QUESTION 411

Which of the following display types may be practical for a laptop format, but has limited uses due

to heat considerations?

A. LCD
B. Plasma
C. LED
D. CRT

Correct Answer: B

QUESTION 412
Which of the following would be the BEST means of maintaining data security for a mobile device that has been lost or stolen?

A. Login attempt restrictions
B. Locator service
C. Remote wipe
D. Passcode lock

Correct Answer: C

QUESTION 413
Which of the following steps would allow display output from a laptop to an external display? (Select TWO).

A. Press the appropriate Function Key combination.
B. A second video card in the Express card slot.
C. Disconnect the integrated display.
D. Enabling second monitor in the Windows Display Settings.
E. Loading external monitor drivers on the laptop.

Correct Answer: AD

QUESTION 414
Which of the following allows a hidden backdoor to be used for access to workstations on the Internet?

A. Firmware
B. Rootkits
C. SQL injection
D. Cross-side scripting

Correct Answer: B

QUESTION 415

Which of the following allows a user to enable XP mode?

A. Windows Vista Home Premium
B. Windows 7 Professional
C. Windows 7 Home Premium
D. Windows Vista Ultimate

Correct Answer: B

QUESTION 416

A user states they have rebooted the printer and it is displaying “PC load letter”. Which of the following is the MOST likely cause?

A. The printer needs to be rebooted.
B. The printer is out of paper.
C. The fuser needs to be replaced.
D. The toner cartridge is low.

Correct Answer: B

QUESTION 417

A technician needs to remove the ability of standard users to shut down or restart a shared computer. Which of the following commands can be used to accomplish this task?

A. services.msc
B. shutdown.exe
C. bootrec.exe
D. gpedit.msc

Correct Answer: D

QUESTION 418

A user reports that all print jobs sent to a certain printer that require legal sized paper are not

printing. However, standard size paper jobs are printing correctly. A technician checks the paper tray and verifies that it is loaded with legal size paper. Which of the following is the MOST likely cause of the problem?

A. The printer is not designed to print legal sized pages.
B. The print queue is holding jobs from printing.
C. The paper weight is too heavy for the printer.
D. The paper size for the tray is incorrect in the printer setup.

Correct Answer: D

QUESTION 419
Which of the following directory paths is the default profile folder for User1 in Windows 2000?

A. C:\Users\User1
B. C:\User1
C. C:\Documents and Settings\Users\User1
D. C:\Documents and Settings\User1

Correct Answer: D

QUESTION 420
A user reports that a computer reboots several times a day unexpectedly. Configuration management shows that the machine recently had a second hard drive and a DVD-ROM burner installed. Which of the following BEST describes the troubleshooting steps?

A. Replace the primary and secondary hard drive with one larger capacity unit. Now only one drive will be connected which reduces the need for the extra drive.
B. Have the user maintain a log of what application is in use when the machine reboots. Once a pattern is established, the problem can be further evaluated.
C. Determine the available wattage offered by the power supply and ensure it meets the power needed for all of the system components.
D. Replace the user's computer with a more robust workstation.

Correct Answer: C

QUESTION 421
A technician replaced a laptop motherboard with an identical model and now wireless networking is not working. Which of the following is the MOST likely cause?

A. The technician failed to connect the antenna wires to the WiFi card.

B. The RAM frequency is interfering with the WiFi signal.
C. The WiFi drivers are not compatible with the new motherboard.
D. The wireless ribbon cable was accidentally cut when connecting the palm to the rest of the frame.

Correct Answer: A

QUESTION 422
In which of the following locations is the Windows Vista local user settings found?

A. A.%userprofile%\AppData\Local
B. B.%systemdrive%\Documents and Settings
C. C.%systemdrive%\My Profile
D. D.%userprofile%\Program Files

Correct Answer: A

QUESTION 423
A user recently purchased an 802.11g-capable laptop, but reports their network connection speed is much slower than expected. The technician notes that while the users wireless signal strength is excellent, they are connected at just 11Mbps. Which of the following BEST describes the cause of the problem?

A. The software drivers for the users wireless network card need to be upgraded.
B. The user is located too far away from the nearest wireless access point.
C. The user is connected to an 802.11b wireless access point.
D. The user has entered an incorrect WPA encryption key.

Correct Answer: C

QUESTION 424
A user reports they cannot access the Internet. The technician has verified the user's browser settings. The user's PC has a static IP configuration. Which of the following is the NEXT step the technician should take?

A. Check the DNS server addresses and verify they are current.
B. Make sure the Windows Firewall and ICS is disabled.
C. De-select QoS in the TCP/IP properties page.
D. Disable any active antivirus software and see if it resolves the problem.

Correct Answer: A

QUESTION 425
A printer is suddenly not printing using Windows XP. Which of the following is the BEST procedure to get the printing restarted?

A. Delete the printer drivers and restart the spooler service.
B. Examine the print queue, stop and then restart the spooler service.
C. Examine printer and faxes folder and check event log then start spooler service.
D. Delete the printer drivers, then delete and reload spooler service.

Correct Answer: B

QUESTION 426
Which of the following would have to be disabled on a PC if a user wants to assign a static IP address on that PC?

A. SSID
B. MAC filtering
C. DHCP
D. DNS

Correct Answer: C

QUESTION 427
A technician has installed a maintenance kit on a laser printer and replaced all consumables. Which of the following should the technician do NEXT?

A. Reset the page count.
B. Disconnect the power.
C. Connect the communications cable.
D. Install the toner cartridge.

Correct Answer: A

QUESTION 428
Which of the following is true for a 10/100 NIC running at full-duplex?

A. Maximum data rate transmission of NIC will have a speed of 10MBps.
B. Maximum data rate transmission of NIC will have a speed of 1000BaseT.
C. NIC will transmit data in only one direction at a time.
D. NIC will simultaneously transmit data in both directions at a time.

Correct Answer: D

QUESTION 429
An end user reports that they are unable to access any websites or network resources by the fully qualified domain name (FQDN); however, the technician is able to access these resources by IP address. Which of the following is the MOST likely cause for this problem?

A. The customer's DNS server is unavailable.
B. The customer has an incorrect default gateway.
C. The customer has a bad NIC card.
D. The customer does not have an IP address.

Correct Answer: A

QUESTION 430
A client calls after connecting the keyboard and mouse to a new computer. The client indicates that neither the keyboard nor the mouse works. The technician has determined these devices are connected through the PS/2 ports. Which of the following recommendations is BEST?

A. Make sure the PS/2 plugs and ports are color matched.
B. Purchase devices with USB connectors.
C. Return the computer because of a defect.
D. Reboot the computer then switch the plugs.

Correct Answer: A

QUESTION 431
A technician is replacing a defective DVD drive. After installing the new device, the BIOS does not recognize the DVD drive. Which of the following is MOST likely the solution?

A. Install the drivers for the new drive.
B. Change the jumper settings on the drive.
C. Replace the SCSI cable to the drive.
D. Replace the defective new drive.

Correct Answer: B

QUESTION 432

A technician is troubleshooting a laptop LCD monitor with an extremely dim screen. Which of the following is the cause?

A. Backlight failure
B. External monitor needs to be installed
C. Keyboard failure
D. Laptop is running on battery power

Correct Answer: A

QUESTION 433

A technician is tracing a cable from a desk back to a patch panel in the wiring closet. The cables are not labeled. Which of the following tools would BEST trace the cable?

A. Loop back plugs
B. Induction toners
C. Wire fish tape
D. Cable tester

Correct Answer: B

QUESTION 434

Which of the following utilities would a technician use to verify that a sound card is correctly installed on a PC?

A. Task Manager
B. Device Manager
C. Disk Manager
D. Performance Monitor

Correct Answer: B

QUESTION 435

A user is unable to receive FTP antivirus updates from the vendor but has network connectivity.

Which of the following settings should be checked? (Select TWO).

A. Port 21 is open
B. Port 22 is open
C. Port 23 is open
D. Port 25 is open
E. The proxy setting in the antivirus application

Correct Answer: AE

QUESTION 436
Two employees share a computer. The computer has a locally attached USB printer. Both users are local administrators of the computer. Both employees login under their own accounts. Employee A can print with no issue; however, employee B cannot. No error messages are reported. Which of the following is MOST likely the problem?

A. Employee B is using a faulty USB cable.
B. Employee B does not have permission to print to the local printer.
C. Employee B needs to update the printer driver.
D. Employee B`s profile is set to use a virtual printer as the default printer.

Correct Answer: D

QUESTION 437
A Windows XP system stops booting with the error message 'NTLDR is missing'. Which of the following is the BEST resolution for this problem?

A. fixmbr
B. Perform a clean install of Windows XP.
C. fixboot
D. Format and restore the system.

Correct Answer: C

QUESTION 438
After installing a single new RIMM memory module the system fails to start properly or recognize the new memory. Which of the following is MOST likely the problem?

A. The module is not installed properly.
B. RIMM modules must be installed in pairs.
C. The modules capacity is too large.

D. The incorrect drivers were loaded.

Correct Answer: B

QUESTION 439

A customer states that their laptop has stability issues after a recent memory upgrade. Which of the following is the MOST likely cause?

A. The system takes a 144-pin SODIMM and a 72-pin SODIMM was installed.
B. The memory does not meet Windows HCL standards.
C. The memory module is not registered.
D. The memory is not properly seated.

Correct Answer: D

QUESTION 440

A technician upgrades a computer from Windows XP Media Center Edition to Windows Vista Home Premium. After the upgrade Aero will not turn on. The system has a 2.4 GHz processor, 1GB of RAM, and a DirectX 7 video card. Which of the following will resolve this issue?

A. Aero cannot be used on Windows Vista Home Premium.
B. Upgrade the video card to a DirectX 9 compatible card.
C. Upgrade the video driver.
D. Upgrade the RAM to 4GB.

Correct Answer: B

QUESTION 441

A storm occurred overnight and a user is having a problem turning on a workstation. The technician has determined power to the monitor is good when plugged into the same power strip as the workstation. Which of the following is the BEST tool to use?

A. Cable tester
B. Multimeter
C. Loop back cable
D. Power supply tester

Correct Answer: D

QUESTION 442

A user has installed a second hard drive into a computer and receives a message stating 'Invalid Boot Volume.' Which of the following should a technician recommend to solve this problem?

A. Set the jumpers on both hard drives to master.
B. Set the jumpers on both hard drives to C/S.
C. Set the jumpers on both hard drives to secondary.
D. Remove the jumpers from both hard drives.

Correct Answer: B

QUESTION 443

You are working on a Windows 7 Ultimate computer. An application called DLP 2.0 is failing to start properly. You are required to disable two of its components in MSconfig. Which two tabs should you access? (Select the two best answers.)

A. General
B. Boot
C. Services
D. Startup
E. Tools

Correct Answer: CD

QUESTION 444

Which of the following applications can be scheduled to delete unwanted, compressed, older files?

A. Disk Defragmenter
B. Disk Cleanup
C. CHKDSK
D. Disk Management

Correct Answer: B

QUESTION 445

Which of the following usually incorporates an 8-digit code that can be found on the bottom of a SOHO router?

A. Port forwarding
B. WPS
C. Wireless encryption
D. Port triggering

Correct Answer: B

QUESTION 446
Which operating system feature will show a hard drive's status?

A. Tasklist
B. Administrative tools
C. Disk Management
D. Ping

Correct Answer: C

QUESTION 447
Which of the following is unique to Windows XP?

A. Folder options - Layout
B. Hardware profiles
C. Pen and input devices
D. Network setup wizard

Correct Answer: D

QUESTION 448
By default, a file or folder will receive its NTFS permissions from the parent folder. Which of the following does this describe?

A. Permission propagation
B. Single sign-on
C. Client-side virtualization
D. Proxy settings
E. Recovery image
F. Inheritance

Correct Answer: F

QUESTION 449

Which of the following are examples of physical security? (Select the two best answers.)

A. Directory permissions
B. RSA token
C. Principle of least privilege
D. Privacy filter

Correct Answer: BD

QUESTION 450
Which of the following options in Windows is the best way to secure a workstation?

A. Screensaver
B. User education
C. Disable Autorun
D. Complex password
E. ID badge
F. Key fob
G. Retinal scan

Correct Answer: D

QUESTION 451
Which of the following is a way to remove data from a hard drive through destruction?

A. Disable ports
B. Shredder
C. Drill
D. Low-level format

Correct Answer: C

QUESTION 452
What type of technology is used when pairing devices such as headsets to a smartphone?

A. Bluetooth
B. Exchange
C. Locator application
D. Remote wipe

Correct Answer: A

QUESTION 453
What is one of the main hardware differences between a tablet computer and a laptop computer?

A. The laptop always has a multitouch touchscreen.
B. Tablets are typically not upgradeable.
C. Laptops are typically not upgradeable.
D. Laptops typically use ARM processors.

Correct Answer: B

QUESTION 454
What is a possible reason for the symptom: power supply fan and case fans spin, but no power to other devices?

A. Failed hard drive
B. Improper connectivity
C. Drive not recognized
D. Failed RAM

Correct Answer: B

QUESTION 455
What is a possible symptom of a damaged video display?

A. Disconnected punchdown
B. Low RF signal
C. Dead pixel
D. Computer repeatedly boots to Safe Mode

Correct Answer: C

QUESTION 456
What is a common symptom of a problem starting up the Windows 7 operating system?

A. Spontaneous shutdown/restart
B. Invalid boot disk

C. WinRE won't start
D. The optical disc failed
E. Emergency repair disk doesn't boot
F. REGSVR32 has failed

Correct Answer: B

QUESTION 457
What are possible symptoms of malware? (Select all that apply.)

A. Security alerts
B. Windows update failures
C. Pre-installation environment
D. Renamed system files
E. Rogue antivirus
F. User error

Correct Answer: ABD

QUESTION 458
You are troubleshooting a printer. What are common symptoms of printer failure or other printer issues? (Select the two best answers.)

A. Vertical lines on the page
B. Num lock indicator lights are on
C. Unable to install the printer
D. Failure to document cable and screw locations
E. Failure to organize parts

Correct Answer: AC

QUESTION 459
Which Windows 7 command can stop a single process from the command-line?

A. Taskkill
B. Shutdown
C. Tasklist
D. DEL

Correct Answer: A

QUESTION 460
A technician is setting up a wired SOHO network for a client. The client would like to ensure that unauthorized PCs are not easily able to communicate on the network. Which of the following can the technician do?

A. Enable MAC filtering
B. Encrypt passwords
C. Disable SSID
D. Disable DHCP

Correct Answer: A

QUESTION 461
Which of the following are examples of digital security? (Select TWO).

A. Strong password
B. Privacy screen
C. Badge
D. MAC filtering
E. Mantrap

Correct Answer: AD

QUESTION 462
An unknown device has been found on a SOHO wireless router. Which of the following is BEST to perform to keep this device off the network?

A. Enable MAC filtering
B. Change the channel
C. Disable DHCP
D. Disable SSID broadcast

Correct Answer: A

QUESTION 463
A technician needs to securely delete all data from a hard drive containing highly sensitive information. Which of the following is the BEST way to delete the data?

A. Low-level format.
B. Manually select and delete the data within the OS.
C. Delete the partition and re-format.
D. Standard format.

Correct Answer: A

QUESTION 464
A user reports that their printouts contain a shadow of the previous image. Which of the following is MOST likely the cause?

A. Separation pads
B. Fuser assembly
C. Corona wire
D. Pickup assembly

Correct Answer: B

QUESTION 465
A user is reporting that their computer is running slow and is having trouble connecting to the Internet. After further inspection, the technician notices that the antivirus definitions are up-to-date and the system is scheduled for regular scans. Which of the following solutions will MOST likely help resolve the issues reported?

A. Enabling system restore
B. Anti-spyware software
C. Spam blocker
D. Pop-up blocker

Correct Answer: B

QUESTION 466
Which of the following operating systems can be upgraded using an in-place procedure to Windows 7 Professional x64?

A. Windows Vista Professional x86
B. Windows 7 Enterprise x64
C. Windows 7 Starter x86
D. Windows 7 Home Premium x64

Correct Answer: D

QUESTION 467
Social engineering makes use primarily of which of the following techniques, to bypass common corporate security barriers?

A. Grayware installation
B. Worm transmission
C. Human interaction
D. Malware installation

Correct Answer: C

QUESTION 468
A technician is having issues with a corporate wireless signal bleeding into nearby offices. Which of the following techniques could be used to mitigate the risk of wireless attacks by third parties in the nearby offices?

A. Switch from 802.11b to 802.11g spectrums.
B. Disable WEP-128 security.
C. Radio power adjustment.
D. Switch from 802.11g to 802.11n spectrums.

Correct Answer: C

QUESTION 469
A user needs to replicate a large directory containing folders and files from one drive to another. It also contains several empty folders needed for future growth. Which of the following commands should a technician use in order to accomplish this task?

A. ATTRIB /S
B. RD /S
C. COPY /A
D. XCOPY /E

Correct Answer: D

QUESTION 470
Which of the following devices would provide the GREATEST security to a server room?

A. Keycode pad
B. Retinal scanner
C. Badge reader
D. Mantrap

Correct Answer: B

QUESTION 471
When issuing user permissions for job functions, an administrator should assign:

A. Permissions based on employee's role.
B. Them to the Power User role on the machine.
C. Permissions based on employee's seniority.
D. Them to the Administrator role on the machine.

Correct Answer: A

QUESTION 472
A user attempts to remote into their machine at night but cannot connect. The user believes that someone is unplugging their computer from the network at night and plugging in a personal machine. Which of the following security measures would BEST prevent this behavior from continuing?

A. Limit the port to a specific MAC address.
B. Set the port to only activate during business hours.
C. Disable DHCP on the network router.
D. Deactivate the port that is being used from the switch.

Correct Answer: A

QUESTION 473
A residential customer just purchased a new wireless router. During the setup, which of the following should be done to increase the default security of the router?

A. Change the default SSID.
B. Change the default password.
C. Turn off DHCP services.
D. Change the default wireless channel.

Correct Answer: B

QUESTION 474
Which of the following technologies can be used to secure mobile devices and their data? (Select TWO).

A. Protective screen
B. Remote wipe
C. Physical lock
D. Locator
E. Passcode lock

Correct Answer: BE

QUESTION 475
A network consultant needs to redo a CAT5e wall jack that has become unusable due to recent physical damage. In order to install the replacement jack, which of the following tools would need to be used to both install and validate the hardware? (Select TWO).

A. Cable crimper
B. Loopback plug
C. Voltage meter
D. Cable tester
E. Punch down tool

Correct Answer: DE

QUESTION 476
A user reports that their computer restarts at 3:00 PM every day. Which of the following tools would BEST help a technician troubleshoot this issue?

A. Event Viewer
B. Task Scheduler
C. Performance Monitor
D. System Restore

Correct Answer: A

QUESTION 477
After installing an updated video card driver in a Windows XP machine, a technician sees a bluescreen of death (BSOD). Which of the following would BEST help the technician repair the computer?

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A. Update antivirus definitions.
B. Run System Restore.
C. Last Known Good Configuration.
D. Factory pre-installation CD.

Correct Answer: C

QUESTION 478
Which of the following PING switches would be used to continue a ping to a host until stopped?

A. -r
B. -a
C. -t
D. -l

Correct Answer: C

QUESTION 479
A technician is having connectivity issues with a client's machine. The client's wall jack passed testing and the technician also uses a loopback to test the NIC on the PC and it also passed testing. Which of the following tools would a technician use to test between the wall jack and the PC?

A. Toner probe
B. Multimeter
C. Wireless locator
D. Cable tester

Correct Answer: D

QUESTION 480
A client wants a wireless SOHO installed in the building that already has other wireless networks in it. The client wants the network to not be easily seen. Which of the following can the technician disable to help the network from being seen?

A. SSID broadcast
B. DHCP
C. MAC filtering
D. Wireless encryption

Correct Answer: A

QUESTION 481
After rebooting, a technician sees the Windows logo but when Windows boots up, no video appears. Which of the following options would be the QUICKEST way to restore the computer?

A. VGA Mode
B. Last Known Good Configuration
C. Safe Mode with Networking
D. Safe Mode

Correct Answer: B

QUESTION 482
Physically observing a user input a code or password is known as:

A. Social engineering
B. Shoulder surfing
C. Tailgating
D. Phishing

Correct Answer: B

QUESTION 483
Which of the following should be checked FIRST when troubleshooting a computer that intermittently shuts down after heavy usage?

A. Proper paper levels in the printer
B. Inadequate available RAM
C. Optical drive device drivers
D. Central processing unit fan

Correct Answer: D

QUESTION 484
Which of the following commands shows the number of hops from a computer to the specified destination?

A. IPCONFIG
B. NETSTAT
C. PING
D. TRACERT

Correct Answer: D

QUESTION 485
A computer's time settings reset every time it is unplugged. This is a symptom of a faulty:

A. Memory module
B. Power supply
C. Motherboard
D. CMOS battery

Correct Answer: D

QUESTION 486
The computer was booting normally yesterday, but in the morning a message appears stating "Operating System Not Found". This can be caused by which of the following? (Select TWO).

A. Bad memory module
B. Bad USB controller
C. Bad hard drive
D. Bad IDE or SATA controller
E. Bad CPU

Correct Answer: CD

QUESTION 487
A technician recently installed a new USB printer for a customer that is running Windows 7. Windows automatically installed the drivers. When the user prints, the printout has a bunch of symbols. Which of the following should the technician do NEXT?

A. Install the vendor specific driver
B. Replace the printer
C. Check for Windows Updates
D. Run antivirus application

Correct Answer: A

QUESTION 488

A company recently had a security breach and is now required to ensure that all data is removed from a PC once it leaves the building. Which of the following should the technician perform?

A. A standard format.
B. Reset PC to factory default.
C. A quick format.
D. A low level format.

Correct Answer: D

QUESTION 489

A technician needs to verify that a user's computer can connect to a particular server using TCP/IP. Which of the following commands should the technician run?

A. MSCONFIG
B. IPCONFIG
C. NET USE
D. PING

Correct Answer: D

QUESTION 490

When a user tries to print, the OS slows down and appears to lock up. Shutting down the Print Spooler Service restores the computer's speed, but leaves the user unable to print. Which of the following should be used FIRST to troubleshoot this problem?

A. Rebuild print spooler files
B. Hardware diagnostic software
C. Event viewer
D. Antivirus software

Correct Answer: C

QUESTION 491

A technician is having performance issues with a hard drive. Which of the following commands will verify the integrity of the hard drive and fix any errors?

A. CHKDSK
B. XCOPY
C. FDISK
D. FORMAT

Correct Answer: A

QUESTION 492
A technician has just finished installing a new NIC in a desktop. Which of the following should the technician perform NEXT according to the troubleshooting theory?

A. Test the theory to determine cause.
B. Verify full system functionality.
C. Escalate issue to a manager.
D. Document findings and repairs.

Correct Answer: B

QUESTION 493
After replacing a motherboard on a customer's laptop for a no POST issue, the technician realizes that there is no wireless connectivity on the laptop. Which of the following should the technician do FIRST?

A. Check to see if there is a wireless switch on the laptop and its current position.
B. Disassemble the laptop and check if WiFi antennas connected properly to wireless card.
C. Reinstall WiFi card drivers.
D. The new motherboard is defective and not recognizing wireless; it needs to be replaced.

Correct Answer: A

QUESTION 494
A user is receiving an error message of "paper jam in tray 1" every time a print job is sent to the printer. Which of the following should the technician do NEXT, after verifying that there are no visible paper jams in the printer?

A. Reset the page count on the printer.
B. Check if the pick up rollers are worn out.
C. Reinstall the printer driver.
D. Replace the paper tray 1.

Correct Answer: B

QUESTION 495
Which of the following is the MOST likely reason for a low wireless signal?

A. The distance from the access point.
B. Incompatible wireless hardware.
C. The access point is bridged.
D. Channel conflict in the access point.

Correct Answer: A

QUESTION 496
A client wants a wireless network set up in the office, but does not want unauthorized users to be able to access the network. Which of the following provides the BEST protection?

A. Change the default channel
B. Disable the SSID
C. AP placement
D. Strong encryption

Correct Answer: D

QUESTION 497
A client has a Windows XP PC that has several unused programs that run on startup. Which of the following utilities can a technician use to disable these programs from running at startup?

A. Default programs
B. Device Manager
C. Performance information and tools
D. MSCONFIG

Correct Answer: D

QUESTION 498
A client has a Windows Vista PC that has several unused programs that run on startup. Which of the following utilities can a technician use to disable these programs from running at startup?

A. Default programs
B. Performance information and tools
C. Performance Monitor
D. Device Manager

Correct Answer: B

QUESTION 499
A customer states that their wireless stops working a few times a day. They said the problem started when a new neighbor moved in. Which of the following is the MOST likely cause of the issue?

A. Neighbors are using the same encryption.
B. Neighbors are using the same model router.
C. Neighbors have SSID broadcast enabled.
D. Wireless channels are overlapping.

Correct Answer: D

QUESTION 500
Which of the following relies on individual characteristics unique to each person?

A. Rootkits
B. Phishing
C. Antispyware
D. Biometrics
Correct Answer: D

QUESTION 501
Which of the following BEST describes the practice of attempting to gain information through deceptive emails?

A. Hashing
B. Biometrics
C. Phishing
D. Encryption
Correct Answer: C

QUESTION 502
Which of the following is the MOST important system resource for virtual machines?

A. Hard drive space
B. RAM
C. BIOS
D. CPU

Correct Answer: B

QUESTION 503
Which of the following is responsible for flipping the image when a smartphone is rotated?

A. Accelerometer
B. Shock sensor
C. Gyroscope
D. Ambient light sensor

Correct Answer: C

QUESTION 504
A technician notices that everything appears too large on the computer's screen and the display resolution cannot be changed. The machine is running in which of the following modes?

A. Recovery
B. Virtualization
C. VGA
D. Administrator

Correct Answer: C

QUESTION 505
A technician works for a company that uses an application to track licensing information. The application runs in the background on the Windows 7 computers. A technician receives a call stating that the licensing tracking software is not running. Which of the following should the technician perform to ensure that the application is always running?

A. Keep Windows updated with the latest patches.
B. Run the application in compatibility mode.
C. Set the service to automatically start.
D. Install application in Windows XP mode.

Correct Answer: C

QUESTION 506
A laptop user reports that they cannot see the SSID or connect to their company's wireless network. Which of the following should the technician try FIRST?

A. Check the wireless settings in the OS.
B. Replace the internal wireless adapter.
C. Check the wireless on/off switch.
D. Check the signal strength.

Correct Answer: C

QUESTION 507
A user reports that the PC is not working. After questioning the user, the technician believes the problem is a bad memory module. Which of the following is the NEXT step the technician should take?

A. Document findings, actions, and outcomes.
B. Test the theory by replacing the motherboard.
C. Test the theory by running memory diagnostic software.
D. Verify the system is working correctly.

Correct Answer: C

QUESTION 508
A user reports that they accidentally unplugged their CMOS battery. The unit was reinstalled, but all subsequent boot attempts have resulted in a BSOD. Which of the following should be the FIRST item checked by the technician?

A. Whether the boot order now has the optical drive in position one.
B. If the BIOS can detect the hard drive at all.
C. Whether the SATA power cable was unplugged.
D. AHCI - IDE setting under SATA options in the BIOS.

Correct Answer: D

QUESTION 509
While using an application on a Windows XP desktop PC, a BSOD appears. Which of the following should the technician select upon reboot to troubleshoot this issue?

A. Boot to safe mode.
B. Boot to last known good configuration.
C. Boot to another OS on a second partition.
D. Boot normally.

Correct Answer: A

QUESTION 510
A Windows desktop PC user states that they have sent several print jobs to their locally connected printer, yet none have printed. The printer has no error conditions on the control panel. Which of the following should the technician do FIRST in troubleshooting this problem?

A. Open the printer properties page and send a test print to it.
B. Clear the print queue of all documents and resend one to test the printer.
C. Power the printer off and on and send one test document to it.
D. Check if Use Printer Offline has been selected.

Correct Answer: D

QUESTION 511
A user states that their old Windows XP notebook loses time when they power it off. Which of the following items would address this problem?

A. Remove any over clocking settings in the BIOS.
B. Replace the CMOS battery.
C. Replace the main battery with a larger power battery.
D. Update the BIOS to new revision.

Correct Answer: B

QUESTION 512
Which of the following BEST prevents attackers from accessing network equipment?

A. Firewall
B. Privacy filter
C. Antivirus software
D. Server

Correct Answer: A

QUESTION 513
A technician is setting up a new wireless router at a client's home. Which of the following would the technician do FIRST when securing the network?

A. Change the DHCP scheme.
B. Change the default administrative password.
C. Enable the VPN pass through setting.
D. Increase radio power levels.

Correct Answer: B

QUESTION 514
A user states that they have noticed longer wait times when opening applications. Which of the following should the technician perform in order to BEST resolve this issue?

A. Remove all startup entries.
B. Perform a chkdsk /x command.
C. Defragment the hard drive.
D. Convert the drive from FAT32 to NTFS.

Correct Answer: C

QUESTION 515
A user states that their workstation is showing limited or no connectivity and they are unable to access any network shares. The technician verifies that the workstation is configured correctly. They also replace the Ethernet cable from the workstation to the wall port. Which of the following tools should the technician use NEXT in order to continue troubleshooting this issue?

A. Toner probe
B. Multimeter
C. Time domain reflectometer
D. Loopback plug

Correct Answer: D

QUESTION 516
A user has Share permissions of "Allow - Full Control" and NTFS permissions of "Allow - Read,

Allow - Write, Deny - Modify" to a shared file. In which of the following ways can they manipulate the file?

A. They can delete the file.
B. They can open the file.
C. They can take ownership of the file.
D. They can edit permissions on the file.

Correct Answer: B

QUESTION 517
A user has a work laptop configured with a static IP. The user wants to be able to take the laptop home and connect it to their router which uses DHCP. However, the user does not want to manually change their settings every day. Which of the following is the BEST step the user could take to make this possible?

A. Setup a VPN on the laptop to store the work IP settings.
B. Use the Ethernet port at work and only use Wi-Fi while at home.
C. Install an additional NIC in the laptop to access the home network.
D. Place the static IP in the alternative field while using DHCP.

Correct Answer: D

QUESTION 518
A network printer has quit printing from all connected customers. No error messages are displayed on the printer and the network connection is working. Which of the following is the FIRST troubleshooting step for the technician to try?

A. Check port on switch
B. Reboot the printer
C. Print configuration page
D. Clear print queue

Correct Answer: C

QUESTION 519
A technician has a list of IP addresses that the technician's manager needs the network names for. Which of the following commands would be used?

A. NBTSTAT - A
B. PING - t
C. NETSTAT - o
D. NBTSTAT - a

Correct Answer: A

QUESTION 520
A customer consults a technician about a series of computers that fail to finish an overnight task on a regular basis. The problem seems to only occur early morning between Tuesday and Wednesday, and affects computers running the same operating system. Which of the following Windows features is MOST likely the cause?

A. Power Save Mode
B. Safe Mode
C. Disk Cleanup
D. Windows Update

Correct Answer: D

QUESTION 521
A technician installs a new SOHO wireless router to replace a failed router and users report connectivity issues and IP errors. Which of the following is the MOST likely cause?

A. Their server has gone down.
B. There are too many static IP addresses on the network.
C. The new router's firewall is malfunctioning.
D. Users need to refresh their IP configuration.

Correct Answer: D

QUESTION 522
A user reports that they can browse the local network but cannot reach the Internet. A technician pings the local server and verifies the server responds but sites on the Internet do not. This could be caused by which of the following? (Select TWO).

A. Failed WINS server
B. Failed router
C. Disabled Windows firewall
D. Bad NIC

E. Failed gateway

Correct Answer: BE

QUESTION 523

A technician replaced a video card on a desktop PC. The technician powers on the PC to install the device drivers. The PC boots up and goes through the POST, but the screen goes black when trying to boot the operating system. Which of the following steps should the technician perform NEXT to troubleshoot this issue?

A. Flash the BIOS
B. Reseat the video card
C. Boot the PC in safe mode
D. Replace the video card with a new one

Correct Answer: C

QUESTION 524

When a folder is copied into a shared folder, the permissions on that folder:

A. Change ownership to the domain administrator.
B. Inherit from the shared folder.
C. Need to be manually recreated.
D. Retain their original permissions.

Correct Answer: B

QUESTION 525

A user's CRT monitor was damaged by a large magnet, resulting in a distorted image. Which of the following can a technician do to BEST safely fix the monitor?

A. Replace cathode ray tube
B. Power cycle the monitor
C. Run degaussing tools
D. Adjust monitor's brightness

Correct Answer: C

QUESTION 526

A user reports their network connection has limited or no connectivity. Which of the following should a technician check FIRST?

A. The proper NIC drivers are installed.
B. The APIPA address has the proper gateway.
C. The Proxy settings in Internet Options.
D. The Ethernet cable is connected properly.

Correct Answer: D

QUESTION 527
Which of the following common security threats could be occurring when a user receives an email with a link to login and change their username and password?

A. Phishing
B. DDoS
C. Malware
D. Spoofing

Correct Answer: A

QUESTION 528
A customer calls and states their display is very dark even with the brightness settings at maximum. Which of the following is the MOST likely cause of this issue?

A. Faulty backlight.
B. Improper graphics settings.
C. Graphics driver is out of date.
D. Display is overheating.

Correct Answer: A

QUESTION 529
A customer has recently returned to the United States from a trade show in Europe. They report none of their computers will power on. Which of the following is MOST likely the solution?

A. Change the monitor settings from PAL to NTSC.
B. The motherboard drivers need to be reloaded.
C. The voltage settings on the power supply need to be changed.
D. Change the keyboard settings.

Correct Answer: C

QUESTION 530
Targeted emails intended to compromise security are known as:

A. rootkits
B. phishing
C. hijacking
D. spoofing

Correct Answer: B

QUESTION 531
A user states that their wireless connection drops when the phone rings. Which of the following solutions BEST shows what the technician should do to prevent this from happening?

A. Move the access point closer to the user.
B. Remove the phone.
C. Change the frequency that the wireless router is using.
D. Change the wireless security encryption settings.

Correct Answer: C

QUESTION 532
A technician has discovered two PCs with the same name being used on the network. Which of the following BEST describes what has been happening and how to resolve the problem?

A. Both users can log in but only one can access company shares; both PCs need their network names changed.
B. Only one user can log in; one PC needs to have its network name changed.
C. Both users can log in and access company shares; one PC needs to have its network name changed.
D. Neither user can log in; one PC needs to have its network name changed.

Correct Answer: B

QUESTION 533
A night shift employee constantly fails to logoff at the end of their shift. The employee on the next shift regularly does not bother to log in because they are not prompted to do so. Which of the following actions would be BEST for the technician to do to correct this issue?

A. Write up each employee every time the login and logoff policy is ignored.
B. Have each employee report to their supervisor at the end of their shift.
C. Set the computer to restart after each employee's shift.
D. Educate employees to log off within an hour of their shift.

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Correct Answer: C

QUESTION 534
A technician has just updated a user's PC to Windows 7 and connected to a network printer through a print server. After finishing, the user reports that the printer will not print. Which of the following is the MOST likely reason for this issue?

A. The PC's network connection is down.
B. The print server does not have the proper driver.
C. The printer is not installed on the print server.
D. The server is using PCL instead of PostScript.

Correct Answer: B

QUESTION 535
A technician needs to sanitize a hard drive for reuse. Which of the following would be the EASIEST for the technician to perform?

A. Overwrite
B. Low level format
C. Destroy hard drive
D. Degaussing

Correct Answer: A

QUESTION 536
A user is reporting that they can no longer view their laptop on the projector. Which of the following would MOST likely fix this issue?

A. Reinstall the video drivers for the laptop video card.
B. Reboot the laptop and projector.
C. Reset the video cable from the laptop and projector.
D. Hold function key and appropriate "f" key.

Correct Answer: D

QUESTION 537
A user in a large corporation reports that they cannot burn a DVD on their Windows 7 Ultimate laptop; they have never burned a DVD on this laptop before. Which of the following would be the MOST likely to be the reason why?

A. The drivers for the DVD burner need to be updated.
B. The user does not have software to burn DVDs.
C. The software for the DVD needs to be updated.
D. The user does not have a DVD burner.

Correct Answer: D

QUESTION 538
A technician has found bad sectors on a hard drive. Which of the following command line tools could MOST likely remap bad sectors to fix this hard drive issue?

A. FIXMBR
B. CHKDSK
C. DISKPART
D. FDISK

Correct Answer: B

QUESTION 539
Which of the following methods provides digital security?

A. Mantrap
B. Biometrics
C. Firewall
D. Bollards

Correct Answer: C

QUESTION 540
A client is running Windows 7 Ultimate and has a requirement to run a program that only runs under Windows XP. Which of the following could the client utilize?

A. Windows XP Mode
B. Windows Hypervisor
C. Compatibility views
D. TPM

Correct Answer: A

QUESTION 541

Windows Virtual PC is intended to run on which of the following Operating Systems?

A. Windows Vista Standard
B. Windows Server 2008
C. Windows XP SP3
D. Linux

Correct Answer: C

QUESTION 542
A manager needs to have remote access to the main office at all times. Which of the following is the BEST setup?

A. WWAN
B. LAN
C. MAN
D. VPN

Correct Answer: D

QUESTION 543
Despite objections, the Chief Executive Officer (CEO) wanted all managers to have administrator rights to their workstations. After a few months, the CEO was replaced. A technician is assigned the task of changing the managers to power users on the domain. Which of the following is the BEST choice to complete this task?

A. rstrui.exe
B. gpedit.msc
C. lusrmgr.msc
D. usergroup.exe

Correct Answer: B

QUESTION 544
A technician receives a call late in the evening that employees of a small business cannot access

the company's remote access server. The technician cannot get a response from the server or the router at the site. Upon gaining access to the physical site, the technician discovers the router unplugged from the power source. Which of the following should be implemented to reduce the chance of this happening again?

A. Plug the router into an uninterruptable power supply.
B. Move the router to a physically secure location.
C. Install security cameras to monitor the router.
D. Outsource the remote access service to a third party.

Correct Answer: B

QUESTION 545
A company would like to prevent commonly known social engineering risks. Which of the following would help mitigate these risks?

A. Annual security training.
B. Install new switches.
C. Review security policies.
D. Require 180 day password expiration.

Correct Answer: A

QUESTION 546
A technician installs a new graphics card that supports high resolutions. The technician sets the resolution to the highest setting and then the monitor displays no video. The technician hits the enter key to exit and nothing happens. After a reboot, no video appears after the operating system loads. Which of the following would the technician perform NEXT?

A. Reseat the graphics card in a different slot.
B. Update the graphics card driver.
C. Reinstall the operating system.
D. Change the resolution in Safe Mode.

Correct Answer: D

QUESTION 547
A technician installs another IDE hard drive for more storage space and now when the

workstation boots up it displays a message of 'disk not found'. Which of the following is the MOST likely cause?

A. The jumper is set to master on the newly installed hard drive.
B. The jumper is set to cable select on the newly installed hard drive.
C. The new hard drive is faulty.
D. The operating system is corrupt.

Correct Answer: A

QUESTION 548
A user states that they see flickering on their external display. The technician asks if anything has changed since they noticed the problem. Next the technician replaces the external display with a new one which corrected the issue. According to the troubleshooting theory, which of the following would the technician do NEXT?

A. Record the resolution to the problem for future references.
B. Determine what needs to be replaced to resolve the issue?
C. Recreate the recent changes to the PC.
D. Identify what exactly the user is having a problem with.

Correct Answer: A

QUESTION 549
Which of the following methods is BEST used to ensure that data on a hard drive cannot be recovered?

A. Overwrite the drive.
B. Use a degaussing tool.
C. Repartition the drive.
D. Format the drive.

Correct Answer: B

QUESTION 550
A user has moved into a building and is installing a new wired network. There is existing cabling throughout the building. The user would like to prevent hardware that they do not own from connecting to the network. Which of the following actions would BEST prevent outside users

from connecting?

A. Enable static IPs
B. Disable DNS
C. Disable local proxy server
D. Enable MAC filtering

Correct Answer: D

QUESTION 551
A user reports slow performance on their PC after importing some photos. Which of the following maintenance tasks should a technician recommend in order to increase performance?

A. Defragmentation
B. Install new camera drivers
C. Update anti-virus definitions
D. Run CHKDSK

Correct Answer: A

QUESTION 552
A user has asked for a recommendation for a strong password. Which of the following passwords is the STRONGEST?

A. password!
B. Pa$sw0rd
C. pa$4w0rd
D. thisismypsswrd1

Correct Answer: B

QUESTION 553
Which of the following would be the BEST choice to use when implementing a business virtual environment?

A. Thick client
B. Thin client
C. Media PC
D. Remote desktop

Correct Answer: B

QUESTION 554
A user reports that their PC will not boot after multiple attempts. Which of the following should be the technician's FIRST response?

A. "Are you able to log in?"
B. "Do you see lights on the PC?"
C. "Do you hear a clicking sound?"
D. "Is the PC plugged in?"

Correct Answer: B

QUESTION 555
A technician discovers that a hard drive has died in a RAID 0 configuration. Which of the following would be the outcome of this situation?

A. The user will need to replace the PC.
B. The technician will need to back up and replace the drive.
C. The user will lose all non-backed up data.
D. The technician will need to replace the drive and rebuild the array.

Correct Answer: C

QUESTION 556
A technician arrives at a customer's location to do a memory upgrade on a laptop. However, the technician's tools were left in the work van. The customer offers a screwdriver, which they "use all the time" on the laptop. Several screws are stripped on the laptop. Which of the following would be the appropriate NEXT step?

A. Return to the work van and get tools which contain the correct screwdriver.
B. Instruct the customer on the importance of using proper tools.
C. Replace the screws with ones that actually fit the customer's screwdriver.
D. Use the screwdriver provided by the customer, being careful not to further strip any of the screws.

Correct Answer: A

QUESTION 557

A user belongs to groups that have read permission on a folder and NTFS create permission. Which of the following BEST describes the access the user will have to files in the folder?

A. Read and edit existing files but not create new files.
B. Read and edit existing files and create new files.
C. Create and read new files but not read or edit existing files.
D. Read existing files but not edit or create new files.

Correct Answer: D

QUESTION 558
A user reports they have no display on their laptop. Which of the following would be checked FIRST in order to narrow down the issue?

A. Swap displays with an extra laptop.
B. Plug an external monitor into the laptop, press the appropriate function keys, and look for an output display.
C. If the power indicator lights are lit assume the motherboard is good and order a replacement display.
D. Remove the display bezel and ensure the display connector is in place.

Correct Answer: B

QUESTION 559
Which of the following is a business use case for desktop virtualization? (Select TWO).

A. Circumvent software licensing
B. Disaster Recovery
C. Security Monitoring
D. Software Testing
E. Increased Storage Space

Correct Answer: BD

QUESTION 560
Which of the following is a best practice when securing passwords for a desktop? (Select TWO).

A. Store on a flash drive.

B. Place in an encrypted file.
C. Place in a zip file.
D. Passwords should be memorized.
E. Store on an FTP.

Correct Answer: BD

QUESTION 561
Multiple users have reported that there are black dots on the conference room LCD when doing presentations. Which of the following is MOST likely the problem?

A. The video card displaying to the LCD is incompatible.
B. The LCD has dead pixels.
C. The LCD needs to be recalibrated.
D. The conference room PC is overheating.

Correct Answer: B

QUESTION 562
A user is receiving random errors when accessing files commonly used throughout the day. Which of the following actions should the technician take FIRST?

A. Move the files to another location.
B. Run FixMBR.
C. Convert the file system to NTFS.
D. Run CHKDSK.

Correct Answer: D

QUESTION 563
Which of the following is an edition of a Windows XP operating system?

A. Enterprise
B. Media Center
C. Ultimate
D. Home Premium

Correct Answer: B

QUESTION 564
When using an optical mouse connected via USB on a laptop and experiencing strange cursor

movement, which of the following is MOST likely to be the cause? (Select TWO).

A. The mouse is failing and should be replaced.
B. There is contact with the touchpad.
C. The mouse drivers need to update.
D. The laptop is using a capacitive touchscreen.
E. The surface is interfering with the optical sensor.

Correct Answer: BE

QUESTION 565
A technician encounters a PC where they can hear the power supply fan running, but the system is not booting up and there is no display. Which of the following are the MOST likely causes? (Select TWO).

A. Bad PCI card
B. Bad Motherboard
C. Bad RAM
D. Bad boot.ini file
E. Bad Power Supply

Correct Answer: BE

QUESTION 566
A user has just installed an old CRT monitor on their home PC, and is connected to the onboard VGA port. The user notes that the display has a green tint at all times. Which of the following is the MOST likely cause of the issue?

A. Old video card drivers
B. Loose video cable
C. Monitor
D. Video card

Correct Answer: B

QUESTION 567
Which of the following operating systems enables a user to use Flip 3D?

A. Windows XP Professional
B. Windows 7 Professional
C. Windows Vista Home Basic
D. Windows 7 Starter

Correct Answer: B

QUESTION 568
A user states that they are connected to a hotel's wireless access point but cannot reach their email account. Which of the following should the user MOST likely perform?

A. Agree to the web based terms of use.
B. Reinstall the wireless NIC drivers.
C. Turn off Windows firewall.
D. Change the wireless frequency.

Correct Answer: A

QUESTION 569
A user reports that the power LED light flickers orange when the laptop is plugged in. Which of the following should the technician do FIRST?

A. Reseat the battery.
B. Place the laptop on the docking station.
C. Check the power options in Control Panel.
D. Restart the laptop.

Correct Answer: A

QUESTION 570
A user has reported their computer boots into Windows install each time they power up their computer. Which of the following is the MOST likely cause of this problem?

A. An install disk was left in the multimedia drive.
B. The system is booting from the utility partition.
C. The system is booting PXE from the server.
D. The boot sector needs to be repaired.

Correct Answer: A

QUESTION 571

The network administrator is called to assist a user, Joe, who has trouble accessing his network drive. Joe states he logs on with his credentials with no problem, however, when he attempts to access a folder via UNC the system asks for credentials. Which of the following is the BEST explanation for this?

A. Joe is logging in with a disabled network user name.
B. Joe does not have local share permission to access that folder.
C. Joe is logging in to the local user account.
D. Joe is not typing in the correct network password.

Correct Answer: C

QUESTION 572
The technician is dispatched to a multi-function device that users print and copy from all day. The technician is told pages that are copied all have a line on them on the left hand side of the page. The technician prints a printer test page and does not see the line on the page. The technician's NEXT step would be which of the following?

A. Replace the toner cartridge to eliminate the lines.
B. Print from another workstation to recreate the problem.
C. Close the trouble ticket and document no trouble found.
D. Copy a printed page to recreate the problem.

Correct Answer: D

QUESTION 573
A technician has just implemented a fix on a user's PC. Which of the following would be the technician's NEXT step?

A. Determine cause
B. Inform the user
C. Document the fix
D. Test the fix

Correct Answer: D

QUESTION 574
A technician has discovered that there is an issue with the configuration of DirectX. Which of the following utilities would allow the technician to resolve this issue?

A. MSINFO32
B. DXDIAG
C. REGEDIT
D. MSCONFIG

Correct Answer: B

QUESTION 575
A technician has replaced the CMOS battery on the motherboard. Which of the following is the reason why the technician did this?

A. BIOS password was set incorrectly.
B. System would not shut down properly.
C. Video card was under powered.
D. Clock settings are not being maintained.

Correct Answer: D

QUESTION 576
A user reports that their wireless connection is slow. The technician knows that the access point in use is an 802.11g. Which of the following could be the cause of the user's issue? (Select TWO).

A. User is too far from an access point.
B. User is experiencing interference from the refrigerator.
C. User's PC is slow due to insufficient RAM.
D. User is using an 802.11b card.
E. Access point is not powered on.

Correct Answer: AD

QUESTION 577
A user calls a technician and states that their computer shutdowns after about 15 minutes of being turned on. The user also states that if they wait about an hour and turn the computer back on, it will function properly, but will shutdown after 15 minutes as it did before. Which of the following should the technician check on the motherboard that could be causing this problem?

A. SATA connection
B. CMOS battery
C. TPM chip
D. Capacitors

Correct Answer: D

QUESTION 578

After a recent power spike, a user upgrades their motherboard. However, every time they try to turn their workstation on, it only crashes and performs a core dump. All hard drives and processors are compatible with the new motherboard. Which of the following symptoms has MOST likely occurred?

A. Fans spin but no power to other devices.
B. Missing operating system.
C. System only works in Safe Mode.
D. Stop error.

Correct Answer: D

QUESTION 579

A user has a nonfunctional computer that has two hard drives. The user needs to retrieve information from one of the drives. Which of the following would be used?

A. Reformat bad hard drives
B. External enclosure
C. Reformat all hard drives
D. CHKDSK along with DEFRAG utility

Correct Answer: B

QUESTION 580

A user reports that their laptop's keyboard has areas where the keys always get stuck together. After disassembling the keyboard to clean it, which of the following processes would be the FIRST step to properly reassemble the keyboard?

A. Power on laptop to verify functionality.
B. Use appropriate hand tools.
C. Test on another machine.
D. Refer to manufacturer documentation.

Correct Answer: D

QUESTION 581

A new user reports that they are unable to login to the corporate network on their desktop but they are able to access the WLAN from their mobile device. After further inspection, the

technician realizes that the wall port is not wired correctly. Which of the following tools would be used to permanently restore network connectivity to the desktop?

A. Wireless locator
B. Tethering with mobile device
C. Punchdown tool
D. Crimper

Correct Answer: C

QUESTION 582
Which of the following is the difference between a quick and a full format?

A. Quick format does not check for bad sectors while full format does.
B. Full format prompts for confirmation while quick format does not.
C. Full format erases all partitions on the disk at once while quick format only erases one partition at a time.
D. Quick format only erases the system partition and not the data partition.

Correct Answer: A

QUESTION 583
Which of the following can be installed on a virtualized client to enhance user experience and provide closer integration with the host operating systems?

A. USB pass-through
B. Guest tools
C. Virtual NIC
D. Remote desktop

Correct Answer: B

QUESTION 584
A technician wants to prevent users in a computer lab from seeing the name of the last user who logged onto the computer after the user logs out from the workstation. Which of the following MUST the technician configure?

A. Screen saver advanced options
B. User access control
C. Local computer policy
D. Control Panel options

Correct Answer: C

QUESTION 585

A small business owner wants to prevent employees from disconnecting company computers from the network jacks and connecting their personal computers. Which of the following must a technician implement to ensure only company authorized computers will be given access when connected to the office network jacks?

A. MAC filtering
B. Disable unused ports
C. Static IP addresses
D. Use computer cable locks

Correct Answer: A

QUESTION 586

A user has unintentionally and unknowingly hit a key combination that flipped the screen image upside down. Which of the following should a technician do to resolve the user's issues?

A. Press the CTRL+CAPS LOCK+ESC key combination on the keyboard.
B. Press the CTRL+SHIFT+HOME key combination on the keyboard.
C. Press the CTRL+TAB+1 key combination on the keyboard.
D. Press the CTRL+ALT+ARROW UP key combination on the keyboard.

Correct Answer: D

QUESTION 587

A customer would like a technician to establish a Windows network that affords the easiest path for creating persistently mapped network drives using a login script. Which of the following is the BEST option to meet this need?

A. HomeGroup
B. Simple File Sharing
C. Windows Domain
D. Workgroup

Correct Answer: C

QUESTION 588

Which of the following regular maintenance tasks for a workgroup of Windows PCs is MOST likely to be performed on a nightly basis?

A. CHKDSK
B. Patch installation
C. Defragmentation
D. Backups

Correct Answer: D

QUESTION 589
Which of the following types of security threats is delivered primarily via email?

A. Phishing
B. Rootkits
C. Viruses
D. Grayware

Correct Answer: A

QUESTION 590
An administrator sets up a wireless device that they will need to manage across the Internet. Which of the following security measures would BEST prevent unauthorized access to the device from the Internet?

A. Set the channels to wireless 802.11n only.
B. Change the default username and password.
C. Enable the wireless AP's MAC filtering.
D. Enable the wireless AP's WPA2 security.

Correct Answer: B

QUESTION 591
A technician adds a second monitor to a system that supports dual video output. Which of the following tabs in Display properties will allow the technician to extend the Windows desktop onto the second monitor?

A. Themes
B. Desktop
C. Settings
D. Appearance

Correct Answer: C

QUESTION 592
A company decides to implement two-factor authentication on all of the company computers. In addition to a user password, which of the following is a commonly used item to implement two factor authentication?

A. Retinal scanner
B. Key Lock
C. RSA token
D. Privacy Filter

Correct Answer: C

QUESTION 593
By definition, a rootkit does which of the following?

A. Appears to be useful software until it is installed and fully activated.
B. Hides the existence of certain processes and programs to provide elevated privileges.
C. Replicates by being copied or causing itself to be copied to another program.
D. Travels from computer to computer using the native transport protocols available.

Correct Answer: B

QUESTION 594
Which of the following command line tools would be used to display all network information for a local PC?

A. ping
B. ipconfig
C. netstat
D. tracert

Correct Answer: B

QUESTION 595
Which of the following OS utilities can be used to modify which programs are run at the time of system startup?

A. MSCONFIG
B. Services
C. MSTSC
D. Computer Management

Correct Answer: A

QUESTION 596
A technician has just installed and terminated a new CAT5 network cable. The device using the cable cannot connect to the network. Which of the following tools would be BEST in troubleshooting this issue?

A. Cable tester
B. Network analyzer
C. Multimeter
D. Toner probe

Correct Answer: A

QUESTION 597
Which of the following command line tools will bring up a GUI interface to shutdown a remote PC?

A. shutdown -a
B. shutdown -f
C. shutdown -g
D. shutdown -i

Correct Answer: D

QUESTION 598
Which of the following installation types uses an answer file as part of the installation process?

A. Unattended installation
B. Clean installation
C. Virtual desktop image deployment
D. Remote network installation

Correct Answer: A

QUESTION 599
When installing Windows XP Professional, which of the following file types will the hard drive be

formatted to use by default?

A. FAT32
B. CDFS
C. NTFS
D. FAT

Correct Answer: C

QUESTION 600
Which of the following is the BEST example of a physical security barrier?

A. Firewall
B. Cypherlock
C. Strong passwords
D. BitLocker

Correct Answer: B

QUESTION 601
Which of the following operating systems has the Shake, Peek and Snap features?

A. Windows XP Home
B. Windows 7 Professional
C. Windows XP Professional
D. Windows Vista Business

Correct Answer: B

QUESTION 602
Which of the following should be considered true when selecting a 64-bit version of Windows?

A. 64-bit extensions can be disabled in the bios and prevent a proper boot.
B. XP Compatibility mode only allows for the 64-bit version of Windows XP.
C. Many browser plug-ins may only be supported on 32-bit browsers.
D. 64-bit uses memory more efficiently so less RAM is needed than in a 32-bit version.

Correct Answer: C

QUESTION 603

DXDIAG is used to display information about which of the following components and its characteristics?

A. Printer components
B. Network components
C. Graphics components
D. Storage components

Correct Answer: C

QUESTION 604
For which of the following instances is System Restore MOST likely to be used?

A. Deleting temporary files that are not needed.
B. Replacing a failed hard drive with a new drive.
C. Placing the system configuration into a prior state.
D. Downgrading an operating system to another version.

Correct Answer: C

QUESTION 605
Administrative share names are MOST commonly designated by which of the following symbols?

A. !
B. $
C. :
D. *

Correct Answer: B

QUESTION 606
After loading a new operating system, which of the following accounts is MOST often changed for security purposes?

A. Standard User
B. Power User
C. Guest
D. System

Correct Answer: C

QUESTION 607
Virtual machines help users developing cloud applications in which of the following ways?

A. Provides an environment where the host cannot be connected to the network.
B. Provides a platform where operating system requirements are lessened.
C. Provides a safe, secure environment in which to test patches or application updates.
D. Provides an environment that is never accessible from the Internet.

Correct Answer: C

QUESTION 608
In order to connect a mobile device to a PAN, a technician MUST ensure which of the following are enabled?

A. Wi-Fi antenna
B. 3G data services
C. Location services
D. Bluetooth discovery

Correct Answer: D

QUESTION 609
iOS version 5.0 allows for all data to be synchronized and backed up to a computer with iTunes via which of the following methods? (Select TWO).

A. 4G LTE
B. USB cable
C. FireWire
D. Bluetooth
E. Local Wi-Fi

Correct Answer: BE

QUESTION 610
A technician is working on a consumer computer that has multiple virus infections. The end user states that all of their data documents are stored on a backup drive. Which of the following methods are commonly available to do a clean install and return the computer back to factory

condition? (Select TWO).

A. Upgrade installation disc
B. Repair installation
C. Factory recovery partition
D. OS installation disc
E. Remote network installation

Correct Answer: CD

QUESTION 611
A customer calls and states that they are getting a lot of pop-ups and the new antivirus they just downloaded is not helping. Which of the following is the MOST likely cause of the issue?

A. Rouge antivirus
B. Need anti-malware scan
C. Security Center Disabled
D. Windows not up to date

Correct Answer: A

QUESTION 612
A technician needs to change a FAT32 partition to NTFS. Which of the following commands would allow the technician to do this?

A. CHKDSK
B. FORMAT
C. CD
D. CONVERT

Correct Answer: D

QUESTION 613
A technician receives a trouble ticket about intermittent wireless on a user's laptop while they are at home but not at work. Which of the following could be the cause of this issue?

A. While at home, the user is too close to their access point.

B. Encryption is set differently at home then at work.
C. Cordless phone is interfering with signal at home.
D. Laptop's wireless is set to only work while at work.

Correct Answer: C

QUESTION 614
A technician would like to restart a computer from a command line tool. Which of the following tools should the technician use?

A. Shutdown /f
B. Shutdown /i
C. Shutdown /r
D. Shutdown /s

Correct Answer: C

QUESTION 615
A technician would like to image 50 desktop computers from a recently optimized test machine. Which of the following would ready the test machine for capturing the image?

A. SYSPREP
B. FDISK
C. XCOPY
D. RIS
Correct Answer: A

QUESTION 616
After a recent memory upgrade, a customer is reporting they have seen no improvement in their system performance. Upon inspection, the technician finds that 6.0 GB are detected but only 3.0 GB of memory are usable. Which of the following is the MOST likely cause?

A. The remaining memory is a different type and cannot be used.
B. The remaining memory is defective and needs to be replaced.
C. The customer is using a 32-bit operating system.
D. The memory has not been properly configured in BIOS.

Correct Answer: C

QUESTION 617

Which of the following utilities can a technician use to find out what programs are running at startup?

A. SERVICES
B. Task Scheduler
C. NTLDR
D. MSINFO32

Correct Answer: D

QUESTION 618
A user states they are hearing a clicking noise coming from the computer. There is a message on the screen saying no operating system found, and the computer then attempts to boot from PXE. Which of the following should the technician perform?

A. Remove the floppy disk.
B. Replace the hard drive.
C. Replace the NIC.
D. Replace the DVD-Rom.

Correct Answer: B

QUESTION 619
A technician wants to create a new logical volume on a machine. Which of the following Windows 7 utilities will allow a technician to perform this action?

A. DISKPART
B. FORMAT
C. CHKDSK
D. FDISK

Correct Answer: A

QUESTION 620
A technician is installing an upgrade of Windows on a machine using an external drive. After rebooting the installation process hangs and reports the media cannot be found. Which of the following will correct this issue?

A. Select PXE boot as the first boot method in the BIOS.
B. Change the CPU speed in the BIOS to a supported value.
C. Load third party drivers for the external drive and adapter.
D. Reset the system clock to a previous time and date.

Correct Answer: C

QUESTION 621
Which of the following is the BEST way to secure a workstation which is shared by multiple users using the same guest account?

A. Implement strong password requirements.
B. Use a password protected screensaver.
C. Restrict the guest account's privileges.
D. Change the guest account default name.

Correct Answer: C

QUESTION 622
A technician needs to dispose of an old database server which stored company payroll information. Which of the following is a logical data destruction method suitable for this task?

A. Degaussing the hard drive with a powerful magnet.
B. Using a commercial shredder to destroy the hard drive.
C. Overriding the data on the hard drive multiple times.
D. Burning the hard drive using an approved method.

Correct Answer: C

QUESTION 623
An administrator wishes to prevent users from accessing unattended computers in other departments. Which of the following would BEST accomplish this?

A. Use a roaming profile using domain credentials.
B. Implement event monitoring of user logins on every PC.
C. Enforce a password-protected screensaver after five minutes of inactivity.
D. Use a common login and password for multiple users based upon department.

Correct Answer: C

QUESTION 624

A technician has received a laptop that is having problems with the screen. The user is reporting that the display is too dim and difficult to see. Which of the following steps should the technician take FIRST?

A. Install an anti-glare filter.
B. Increase the brightness using the function keys.
C. Replace the LCD backlight in the display.
D. Update the display drivers.

Correct Answer: B

QUESTION 625

A laptop boots fine but after a few minutes the LCD screen fades out into a very dim image. Which of the following is the cause of the problem?

A. Weak battery.
B. Power supply is failing.
C. LCD screen connector is loose.
D. LCD inverter is failing.

Correct Answer: D

QUESTION 626

When installing Windows on a new server, a technician gets an error reporting that no suitable hard drives are available for installation. Which of the following is MOST likely the issue?

A. Bluetooth pairing is disabled.
B. RAID drivers need loading.
C. PXE boot server unavailable.
D. CMOS battery needs replaced.

Correct Answer: B

QUESTION 627

A user signs up at an online gaming site, and shortly after receives an email with a link to download the game. After installing the game, the user notices that important files are being deleted. Which of the following is this an example of?

A. SPAM
B. Phishing
C. Trojan
D. Spyware

Correct Answer: C

QUESTION 628
Which of the following is the common term for software designed to steal information, disrupt files and an operating system's integrity, and spy on a user's activity?

A. Malware
B. Spyware
C. Rootkit
D. Virus

Correct Answer: A

QUESTION 629
A technician is called into an office where multiple users are reporting duplicate IP address errors. Upon arrival, the technician skims notes from the previous technician who serviced the office and finds that DHCP functionality was disabled on the internal router. Which of the following explanations is MOST likely the issue?

A. The previous technician turned off DHCP to free up resources for QoS functionality.
B. The previous technician decided to use DNS instead of DHCP for handling IP addresses.
C. The previous technician moved the office to a mismanaged static IP address setup.
D. The previous technician did not setup DHCP reservations properly and therefore the router is giving multiple users the same IP.

Correct Answer: C

QUESTION 630
Which of the following features is a characteristic associated to that of Android-based smartphones?

A. Apple App Store
B. Closed source SDK
C. Proprietary data cable connector
D. Open source SDK

Correct Answer: D

QUESTION 631

Which of the following wireless standards used on modern smartphones depends on direct client-to-client handshake pin code authorization for establishing transmission connection?

A. 802.11n Wi-Fi
B. WiMAX
C. Infrared
D. Bluetooth

Correct Answer: D

QUESTION 632

A technician is dispatched to repair a computer that appears to boot correctly, except no video output is being displayed. No beep codes are given by the computer, but drive activity lights and keyboard lights work correctly. The technician decides that the video card may be defective and removes it from the computer, expecting the computer's POST process to provide beep codes with the card removed. Instead the computer boots properly. Which of the following is MOST likely the cause?

A. Onboard video is present.
B. The onboard speaker is defective.
C. The monitor is defective.
D. The RAM should be reseated.

Correct Answer: A

QUESTION 633

A user receives an email seemingly from the director of the company's IT department. The user however notices that the content of the email is asking for information specifically forbidden to be shared with anyone. This type of interaction is known as which of the following?

A. Phishing
B. Shoulder surfing
C. Malware
D. Spyware

Correct Answer: A

QUESTION 634

When transferring a virtual client from one computer to another, which of the following MUST be checked for compatibility on the host?

A. IP addressing methods
B. Hard drive connection types
C. Processors
D. Hard drive rotation speeds

Correct Answer: C

QUESTION 635
Which of the following, when implemented on an unsupervised public kiosk which is used by walk-ins, increases its security posture the MOST?

A. Rename the administrator account.
B. Implement a screensaver.
C. Use strong passwords.
D. Disable guest access.

Correct Answer: C

QUESTION 636
After installing a new printer software package which came with print drivers, a user is experiencing problems launching other applications. Which of the following should the technician do to resolve the user's printing problem?

A. Run a backup of the current state.
B. Defragment the system.
C. Run the system restore.
D. Update the antivirus definition.

Correct Answer: C

QUESTION 637
Which of the following is the safest way to download and install a new program on a mobile device?

A. Use the Bluetooth file sharing feature.
B. Download the program from an FTP site using the USB cord.
C. Use the app store to download and install the program.
D. Use NFC to copy the program from another mobile device.

Correct Answer: C

QUESTION 638
A technician wants to run a full diagnostic of the file system on a user's hard drive and fix any index errors encountered, but the group policy on the computer prevents this from being executed while in Windows. Which of the following can the technician do to accomplish this?

A. Reboot the PC into Recovery Console and run CHKDSK with the /I switch.
B. Reboot the PC into Safe Mode and run Disk Defragmenter from the System Tools.
C. Reboot the PC into Safe Mode and run Disk Cleanup from the System Tools.
D. Reboot the PC into Recovery Console and run CHKDSK with the /R switch.

Correct Answer: D

QUESTION 639
A consultant is called in to help troubleshoot connectivity problems an office is experiencing with their 802.11a wireless network. The office manager reports that at random times during the day, workers will lose wireless connectivity for different spans of time. There is no pattern to the drops in connectivity. Which of the following causes should the technician explore FIRST in troubleshooting the office issues?

A. 2.4 GHz portable phone system
B. Microwave ovens
C. 5G Hz portable phone system
D. Two Way RF radios

Correct Answer: C

QUESTION 640
A user calls the helpdesk to report that colleagues are unable to open shared files off their

desktop. After inquiring about permissions, the user claims that the "Everyone" group was given DENY rights to all rights levels, but the users who need access were given read/write ALLOW privilege. Which of the following is the MOST likely issue?

A. The user needs to give the group "ADMINISTRATORS" full read/write access.
B. The GUEST account needs to be added to the list of users who have shared access.
C. The user has DENY permissions setup for the POWER USERS group which needs to be removed.
D. DENY permissions always supersede ALLOW permissions in Windows.

Correct Answer: D

QUESTION 641

A small business owner is looking to assign users to a Windows group level. They have the following requirements for these users, and stress that they should receive no more privileges than necessary:

- The users should not be able to change passwords for higher level accounts.
- The users need the ability to install software.
- The users cannot create new accounts for others.

Which of the following group levels will BEST meet these needs?

A. Remote Desktop Users
B. Power Users
C. Standard Users
D. Administrators

Correct Answer: B

QUESTION 642

A worker from a branch office goes to the main office for a meeting. They plug their laptop into a couple of wall jacks and do not get network connectivity. Which of the following should the technician check to resolve this issue for the employee?

A. Encryption levels on the laptop.
B. All antivirus updates have been performed.
C. Disabled switch ports.
D. If the users account has been locked.

Correct Answer: C

QUESTION 643

A technician receives a trouble ticket stating that a user is receiving error messages on their computer. When the technician arrives at the computer, it is now working with no error messages being displayed. Which of the following should the technician use to determine what the error message was?

A. MSINFO32
B. EVENTVWR
C. DXDIAG
D. REGSVR32

Correct Answer: B

QUESTION 644
The support center for a PC manufacturer believes that the hard drive may be having an issue. The support representative asks the technician to find out how many pages per second and what the queue length is for the hard drive. In which of the following utilities should the technician look FIRST for this information?

A. Performance Monitor
B. Component Services
C. Device Manager
D. Drive Management

Correct Answer: A

QUESTION 645
The user is having trouble using the mouse. The technician believes a program stopped responding that caused the issue and asks the customer to hold down "Ctrl + Shift + Esc" to verify. Which of the following did the technician launch?

A. Task Manager
B. Control Panel
C. Services
D. MSCONFIG

Correct Answer: A

QUESTION 646
Joe, a user, copies a text document off of a CD drive into a folder. Joe has full control permissions on the folder. When Joe tries to edit and save the document, the system prompts him to save it to a new location. Which of the following is the reason for this behavior?

A. The file properties are set to Read Only.
B. The CD was damaged and transferred the file incorrectly.
C. The original file was corrupted.
D. The file has an incorrect file extension.

Correct Answer: A

QUESTION 647
Tablets are MOST likely to have which of the following?

A. Parallel connector
B. DisplayPort
C. Swappable batteries
D. Multiple screens
E. Solid state drive

Correct Answer: E

QUESTION 648
Joe, a user, reports that each time his laptop is logged in to the company's headquarters, his system time changes. After Joe returns home, he adjusts the clock, which stays set correctly until the computer is again at the company's headquarters. No other users have reported any issues. Which of the following is MOST likely occurring?

A. The domain time controller is incorrect.
B. The laptop firmware needs to be updated.
C. The laptop has a malware infection.
D. The laptop's time zone is incorrectly set.

Correct Answer: D

QUESTION 649
Which of the following scenarios would benefit from client-side virtualization?

A. Increased 3D gaming performance.
B. Stronger NTFS permissions.
C. Supporting a legacy application.
D. Maintaining Windows Software update servers.

Correct Answer: C

QUESTION 650
In iOS, which of the following settings would need to be configured for ActiveSync?

A. Mail, Contacts, & Calendars
B. Music & Videos
C. Phone & Messages
D. Notifications & Location Services
Correct Answer: A

QUESTION 651
A small office has two routers, one wired and one wireless. Joe, a laptop user, experiences no issues while at his desk, but when he unplugs his laptop to go to a conference room, Joe is no longer able to access the Internet. Other users do not have this issue. A technician checks the laptop and sees an IP address of 169.254.13.142. Which of the following actions should the technician take FIRST so that Joe can access the Internet?

A. Disable the wired connection.
B. Reinstall DHCP on the server.
C. Refresh the network connection.
D. Power cycle the wireless router.

Correct Answer: C

QUESTION 652
A technician is diagnosing a computer receiving the following message upon boot: “RAID degraded.” Which of the following is MOST likely the cause of such an issue?

A. Faulty RAM
B. Faulty RAID battery
C. Faulty power supply
D. Faulty hard drive

Correct Answer: D

QUESTION 653
Which of the following storage types would be MOST resilient to physical drops and damage within a laptop?

A. SAS HDD
B. HDD
C. RAID HDD
D. SSD

Correct Answer: D

QUESTION 654
Which of the following characteristics MOST separates a tablet from a laptop?

A. Lack of field serviceable parts.
B. Lack of any storage medium.
C. Lack of internal wireless.
D. Lack of a touchscreen.

Correct Answer: A

QUESTION 655
Which of the following boot methods receives the bootstrap files from a network server?

A. IDS
B. PAN
C. PXE
D. NAT

Correct Answer: C

QUESTION 656
A client states that there are too many programs automatically starting when Windows boots. Which of the following tools would BEST be used to disable some programs from automatically starting when the computer is booted?

A. Performance Monitor

B. Fixboot
C. MSCONFIG
D. FIXMBR

Correct Answer: C

QUESTION 657
Joe, a user, should be aware of his surroundings when using a portable device to ensure that which of the following does not occur?

A. Shoulder surfing
B. Social engineering
C. Phishing
D. Rootkits

Correct Answer: A

QUESTION 658
A user receives the following email message:

- From: IT Department
- To: Joe User
- Subject: Email quota exceeded.

Your mailbox has reached the maximum size. Your account will be suspended unless you provide the IT department the following required information:

- Username:
- Password:

This an example of which of the following?

A. Phishing
B. Worm
C. Spyware
D. Malware

Correct Answer: A

QUESTION 659
Joe, a customer, called and stated that since a virus was removed from his PC, Windows is now

displaying errors about damaged system files. Which of the following tools should be used to correct the issue?

A. TASKKILL
B. DISKPART
C. CHKDSK
D. SFC

Correct Answer: D

QUESTION 660
Ann, a user, reports that a newly purchased laptop is only showing 65GB total on the C. drive, but she purchased a 100GB hard drive. Which of the following is MOST likely the cause of this difference?

A. The unavailable space is set aside for Windows system files.
B. The manufacturer provided a factory recovery partition.
C. Corrupted data is being stored in the unused space.
D. The partition was setup incorrectly and needs to be extended.

Correct Answer: B

QUESTION 661
Joe, a user, is reporting he cannot start an Internet browser. Which of the following commands is MOST likely to resolve this issue?

A. FIXMBR
B. SFC
C. BOOTREC
D. RD

Correct Answer: B

QUESTION 662
A technician is responding to a user reporting corrupted files. Which of the following should the technician do to determine the problem?

A. Ensure all Windows updates are installed.

B. Perform a backup of all drives.
C. Run CHKDSK.
D. Run defragmentation.

Correct Answer: C

QUESTION 663
A company has decided to implement a recycling program across the organization. The financial department uses employee sensitive information on a regular basis for payroll. Which of the following would need to be implemented for the financial department?

A. Use a single garbage container for department paper waste.
B. Paper shredding service.
C. Disable printing for all users in the department.
D. Pickup material more often.

Correct Answer: B

QUESTION 664
At the airport the company sales employees work on their laptops to submit financial proposals. Which of the following would mitigate shoulder surfing?

A. Firewalls
B. The use of VPNs
C. Privacy filters
D. RSA key fobs

Correct Answer: C

QUESTION 665
The payroll department works with company financial data and had an incident that involved employee's salary being shared across the network. Which of the following would enforce least privilege?

A. Paper shredding
B. Firewalls
C. RFID employee badges
D. Directory permissions

Correct Answer: D

QUESTION 666

A company's security guard found Ann, an unauthorized person, searching through the recycling dumpster behind the building. When Ann was questioned she responded with, "I work for the company and have lost a report". Which of the following is occurring?

A. Social engineering
B. Malware
C. Phishing
D. Shoulder surfing

Correct Answer: A

QUESTION 667

Anne, an employee, stepped away from her workstation to deliver a report to her boss. When she came back, confidential material was displayed on the screen that was not opened prior to her leaving. Which of the following could have mitigated this from occurring?

A. Intrusion detection system
B. Screensaver password
C. Privacy filters
D. RFID badges

Correct Answer: B

QUESTION 668

Joe, an end user, has reported that his computer is extremely slow for several minutes after logging in. He has noticed that many unnecessary programs automatically start when he logs into his computer. Which of the following tools could the technician use to prevent the unnecessary programs from starting automatically when Joe logs into his computer?

A. Performance Monitor
B. Task Scheduler
C. MSCONFIG
D. Windows Firewall

Correct Answer: C

QUESTION 669

Which of the following boot methods would a technician use to BEST install an image from an optical media onto a new computer?

A. PXE
B. Tape
C. DVD
D. USB

Correct Answer: C

QUESTION 670
Joe, a user, receives a spam email supposedly sent from a coworker's email address asking for money. This is an example of which of the following common security threats?

A. Phishing
B. Spyware
C. Malware
D. Evil Twin

Correct Answer: A

QUESTION 671
Which of the following settings should be implemented when a mobile device MUST be configured to receive push email notification?

A. POP3 with SSL
B. ActiveSync
C. IMAP
D. Secure SMTP

Correct Answer: B

QUESTION 672
Anne, an end-user, reports to Joe, a helpdesk technician, that her computer has been redirecting her browser to unknown websites when clicking on search results. Joe runs a malware scan and finds that her computer is infected with malware. Joe uses the anti-malware program to remove the infection but Anne reports that the problem resurfaced the next day. Joe runs the malware scan again and finds the same malware is still infecting Anne's computer. Joe runs several passes of the malware scan to remove the infection but it keeps recurring. Which of the following would MOST likely aid in removing the infection?

A. Enable Windows User Access Control to ensure the user has proper rights to remove the infected files.

B. Disable Windows firewall as it may be conflicting with the malware scan.
C. Run the malware scan in Windows safe mode.
D. Change the desktop's IP address to a different subnet.

Correct Answer: C

QUESTION 673
An employee receives a phone call inquiring about company information. This is an example of which of the following?

A. Phishing
B. Social engineering
C. Shoulder surfing
D. Rootkits

Correct Answer: B

QUESTION 674
Joe, a new employee, requests to receive Exchange based company email on his tablet device. Which of the following can a technician enable to BEST secure his Exchange account to ensure the email account is not compromised in case his device is lost or stolen?

A. Remote backup applications
B. Antivirus
C. Locator applications
D. Forced pin locks

Correct Answer: D

QUESTION 675
Which of the following is a common component found on ultra thin laptops and tablet devices?

A. Solid state drives
B. Touch screen interface
C. Upgradeable RAM
D. Field serviceable parts

Correct Answer: A

QUESTION 676

A user, Joe, wants to enable communication between his GPS and his smartphone. Which of the following would allow for this communication?

A. A data link cable
B. A wireless access point
C. Bluetooth pairing
D. Infrared communication

Correct Answer: C

QUESTION 677
Which of the following mobile device features is responsible for shifting the device display orientation?

A. Device calibration
B. Gyroscope
C. GPS
D. Accelerometer

Correct Answer: B

QUESTION 678
An individual pretending to be a consultant trying to gain access to information is an example of which of the following?

A. Chassis Intrusion
B. Principle of Least Privilege
C. Social Engineering
D. Identity Theft

Correct Answer: C

QUESTION 679
On a mobile device, enforcing a policy that erases a device after a number of failed login attempts is used to prevent which of the following?

A. Unauthorized application installations

B. Brute forcing
C. Social engineering
D. Man-in-the-middle attack

Correct Answer: B

QUESTION 680
Which of the following BEST describes the difference between batteries used in iOS devices versus Android devices?

A. iOS devices batteries are NiMH.
B. Android device batteries are wirelessly charged.
C. Android device batteries also work in iOS devices.
D. iOS device batteries are not replaceable.

Correct Answer: D

QUESTION 681
Which of the following threats changes system functionality at the operating system level for a malicious purpose by gaining administrative access after being installed by a user?

A. Botnet
B. Trojan
C. Worm
D. Rootkit

Correct Answer: D

QUESTION 682
Ann, a small business owner, would like to implement wireless networking for her business but wants to be sure the wireless is ONLY accessible from within her business' premises. Which of the following would BEST accomplish this?

A. Disabling SSID broadcast to ensure that only employees know the SSID.
B. Using unidirectional antennas and reducing radio power levels appropriately.
C. Assigning DHCP addresses that expire after a shorter period of time.
D. Using omnidirectional antennas and reducing radio power levels appropriately.

Correct Answer: B

QUESTION 683

Joe, an employee, has just migrated from the Marketing department to the Accounting department and cannot save files to the Accounting share. He is a member of both the Marketing and Accounting security groups. A technician discovers the following permissions are in effect for the Accounting share:

- Share permissions: Everyone - Full Control
- NTFS permissions: Accounting - Full Control, Marketing - Deny All

Which of the following should the technician do to enable Joe to save files to the Accounting share without compromising security?

A. Remove Joe from the Marketing group.
B. Ask Joe to resave the file, as the permissions are correct.
C. Grant the Accounting group Full Control share permissions.
D. Remove the Deny permission for the Marketing group.

Correct Answer: A

QUESTION 684

Anne, a technician, is trying to access the company intranet and is receiving an error stating the website is not found. Which of the following tools would she use to determine if the intranet server is online?

A. PING
B. NETSTAT
C. NSLOOKUP
D. IPCONFIG

Correct Answer: A

QUESTION 685

A computer user, Joe, was surfing for information on a news site when he reported a screen flicker and then a pop-up appeared on his screen stating the computer was infected with a virus. Joe noticed the title of the pop-up was not from his installed antivirus. Which of the following BEST describes this infection?

A. Worm
B. Spyware
C. Social engineering
D. Malware

Correct Answer: D

QUESTION 686
The swap file is described as which of the following?

A. The hidden file created when in hibernation mode.
B. A system file containing the computer's virtual memory.
C. A file created when downloading a program from the web.
D. A hidden file created when moving files on a computer.

Correct Answer: B

QUESTION 687
An iOS user does not want to automatically connect to wireless networks that are broadcasting. Which of the following settings must be enabled in iOS 5.x to authorize connecting to wireless networks?

A. Connect to WiFi.
B. Change adapter settings.
C. Manage wireless networks.
D. Ask to join.

Correct Answer: D

QUESTION 688
Many business laptops now come with fingerprint readers to enable users to login without typing in passwords. This is an example of which of the following?

A. Privacy filters
B. RFID
C. RSA tokens
D. Biometrics

Correct Answer: D

QUESTION 689
Joe, a user, is experiencing some operating system errors that are disrupting his ability to boot the workstation. Which of the following would allow him to keep his data, but possibly resolve operating system errors?

A. Clean installation
B. Repair installation
C. Image deployment
D. Quick formatting

Correct Answer: B

QUESTION 690
An application is unresponsive and causing system instability. Which of the following command line options would only close the application?

A. taskkill
B. shutdown
C. chkdsk
D. tasklist

Correct Answer: A

QUESTION 691
A company has created a personal SSL certificate for an internal website and a user is reporting error messages when accessing the site. In which of the following locations could a technician troubleshoot SSL certificate errors?

A. System Protection
B. Folder Options->View Hidden Files
C. Internet Options->Content
D. Local Security Policy

Correct Answer: C

QUESTION 692
A manager asks a technician to find a way to deploy images to all new computers from a central location. Which of the following would be used to accomplish this?

A. SCSI
B. CDFS
C. PXE
D. IDS

Correct Answer: C

QUESTION 693
Anne, a user, states her computer is running very slow. On further investigation, a technician sees several disk errors in the event viewer. Which of the following commands would be used to resolve this issue?

A. DISKPART
B. CHKDSK
C. FORMAT
D. SFC

Correct Answer: B

QUESTION 694
A user states every time Windows boots up it runs very slow for the first few minutes. The user asks if a technician can shorten the boot time. Which of the following tools would be used to address the issue?

A. SFC
B. FIXMBR
C. MSCONFIG
D. FIXBOOT

Correct Answer: C

QUESTION 695
A user recently installed a new video driver on a PC but upon boot Windows will not start. Which of the following is the BEST option to correct the issue?

A. Automated system recovery
B. Emergency repair disks
C. FIXBOOT
D. Safe mode

Correct Answer: D

QUESTION 696
Which of the following is a required component of a virtual environment?

A. KVM
B. Storage area network

C. VLAN
D. Hypervisor

Correct Answer: D

QUESTION 697
Revert to snapshot is a feature of:

A. The host OS.
B. The hypervisor.
C. The underlying storage.
D. The guest OS.

Correct Answer: B

QUESTION 698
Joe, a technician, is sent out to investigate a PC which refuses to turn on for a customer after a recent thunderstorm. Upon arrival, Joe notices a heavy scent of what seems to have been an electrical burn. Which of the following PC components would be MOST likely at fault for the failure?

A. ODD
B. CPU
C. HDD
D. PSU
Correct Answer: D

QUESTION 699
Ann reports that upon booting up her workstation the screen says that no boot device is found. She also reports that she hears a faint clicking noise from the workstation. Which of the following is the MOST likely problem?

A. The hard drive has failed.
B. The CMOS battery needs to be replaced.
C. The CPU fan has failed.
D. The sound card is incorrectly cabled.

Correct Answer: A

QUESTION 700

A company has decided that all remote users need to use two-factor authentication to increase security. Several remote users have reported losing the RSA token and have replaced it several times. Which of the following is the solution for these users?

A. Use biometrics instead of the RSA token.
B. Remove the RSA token requirement for any user that has lost an RSA token.
C. Give the users with lost RSA tokens RFID badges instead.
D. Attach the RSA token to the lid of the laptop.

Correct Answer: A

QUESTION 701
Ann, a user, has a computer running Windows XP Professional. She would like the computer to run Windows 7 Professional. She does not wish to save any information on the current system. Which of the following types of installations should the technician perform?

A. Repair
B. Multiboot
C. Clean
D. Upgrade

Correct Answer: C

QUESTION 702
Joe, a technician, built a new computer for a customer. The computer has been setup with the appropriate operating system, but when Joe boots the PC after configuration, he receives an invalid boot disk message. Which of the following tools should he use to fix the issue?

A. Safe Mode with command prompt.
B. Restore from a prior recovery point.
C. MSCONFIG to disable startup programs.
D. BIOS and change the boot order.

Correct Answer: D

QUESTION 703
Ann, a user who works with many patients during the day, has a privacy screen attached to her monitor. Which of the following does this help prevent?

A. Rootkits
B. Phishing
C. Shoulder surfing
D. Trojans
E. Whaling

Correct Answer: C

QUESTION 704
A user would like to allow all of the devices on a home network to connect to the WAP except for smart phones. Which of the following features should be used to accomplish this?

A. Set a unique DHCP scope ID for the smart phones.
B. Change the WAP SSID.
C. Change the channel to the same frequency as the smart phones.
D. Exclude smart phones from the MAC filter list.

Correct Answer: D

QUESTION 705
A technician, Joe, has a wired switch in a conference room for guests. In which of the following ways could Joe restrict the network to only six devices at a time, with minimum management effort? (Select TWO).

A. Disable the extra Ethernet ports on the switch.
B. Configure DHCP for six addresses maximum.
C. Enable Spanning Tree protocol.
D. Create an access control list for each new PC.
E. Configure DNS to only resolve six IP addresses.
F. Add each guest to the MAC filter list.

Correct Answer: AB

QUESTION 706
Ann, a customer, has a wired router that connects to the Internet without any issue, but does not provide any other network services. When users connect PCs to the router, they cannot access the Internet or any other network resources. Which of the following should Ann do to connect the PCs to the Internet?

A. Change the gateway address on the wired router.
B. Set the DNS to an external public source on the PCs.

C. Remove the PCs from the MAC filter list in the wired router.
D. Change the switch port duplex setting from half to full.

Correct Answer: B

QUESTION 707
A user reports that the laptop's screen flickers and then goes black. When connecting to an external monitor the operating system desktop is displayed. Which of the following is the cause of the problem?

A. Monitor function key
B. Resolution is set too low
C. Inverter board
D. Display adapter drivers

Correct Answer: C

QUESTION 708
A user is attempting to use Remote Desktop to connect to a server but is getting an error message. Which of the following tools should be used to verify that the server is powered on and connected to the network?

A. PING
B. NSLOOKUP
C. MSTSC
D. SFC

Correct Answer: A

QUESTION 709
Joe, a technician, has been tasked to verify a new device has been installed and correctly configured on a Windows 7 computer. He has now confirmed the new device is not working properly. Upon opening the Device Manager, he sees several icons. Which of the following should Joe do FIRST to help troubleshoot the problem?

A. Upgrade the antivirus signatures and disable system restore.
B. Check any items with yellow exclamation points.
C. Check any items with green checkmarks.
D. Disable items with a red X over the icon.

Correct Answer: B

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QUESTION 710
A technician wants to test connectivity with a remote device in the other room that appears to be having intermittent connectivity issues. Which of the following command line tools will allow them to check connectivity over an extended period of time without having to retype commands?

A. NSLOOKUP
B. PING
C. NETSTAT
D. TRACERT

Correct Answer: B

QUESTION 711
A user brings in an older CRT monitor and reports there are issues with the colors and bands of discoloration. Which of the following should be done to correct the issue?

A. Replace the power cord
B. Reformat
C. Increase the refresh rate
D. Degauss

Correct Answer: D

QUESTION 712
Ann, a user, reports her display is too dim. Which of the following should be checked to potentially increase the brightness of the display?

A. Desktop power supply wattage.
B. Increase the screen resolution settings.
C. Laptop function key settings.
D. Monitor power supply cable.

Correct Answer: C

QUESTION 713
Joe, the Chief Executive Officer (CEO), has a habit of forgetting his mobile device and asks for assistance in locating it in the future. Which of the following would help finding his lost device?

A. Enable IMAP settings

B. Gyroscope features
C. GPS location services
D. Enable SSL services

Correct Answer: C

QUESTION 714
A newly installed application runs every time the operating system boots causing a delay during startup. Which of the following tools will allow a technician to resolve the problem?

A. SFC
B. DXDIAG
C. REGSRV32
D. MSCONFIG
Correct Answer: D

QUESTION 715
Joe, a technician, is tasked with disassembling a laptop to replace its motherboard. Which of the following is the FIRST step he should perform?

A. Write down where all the screws go on paper.
B. Prepare some containers to hold the parts.
C. Remove the battery and the removable CD-ROM drive.
D. Refer to manufacturer documentation.

Correct Answer: D

QUESTION 716
A technician, Anne, observes that a laser printer prints pages with toner scattered on the page that easily rubs off of the paper. Which of the following components has failed in the printer?

A. Duplexing assembly
B. Imaging drum
C. Fusing assembly
D. Transfer roller

Correct Answer: C

QUESTION 717
In order to establish a VPN to a company firewall, Joe, a technician needed to have an RSA token

and provide a user name and password to connect to the main office. This is an example of:

A. Privacy filters
B. Extensive security
C. Two-factor authentication
D. Basic authentication

Correct Answer: C

QUESTION 718
In order to pair a phone with another device like a GPS or a car stereo through Bluetooth, which of the following steps need to be taken?

A. Put both devices in discovery mode and type in the generated pin into both devices.
B. Put both devices in discovery mode and type in the generated pin.
C. Put the second device in discovery mode and type in the generated pin.
D. Put the phone discovery mode and type in the generated pin.

Correct Answer: B

QUESTION 719
Which of the following describes when a child folder has the same permissions as its parent folder?

A. Single sign-on
B. Propagation
C. Administrative share
D. Inheritance

Correct Answer: D

QUESTION 720
A SOHO would like to limit usage of their wireless network to two computers. Which of the following would be the EASIEST way for a technician to accomplish this?

A. Assign static IP addresses
B. Change the signal strength
C. Disable unused ports on the router
D. Enable MAC filtering

Correct Answer: D

QUESTION 721
Which of the following features would be BEST used to recover a lost mobile device?

A. Remote backup application
B. Remote wipe
C. Locator application
D. RFID chip

Correct Answer: C

QUESTION 722
Which of the following is a difference between Android and iOS operating systems?

A. Screen sizes are larger in iOS devices.
B. iOS is an open source operating system.
C. Android does not have NFC technology.
D. Android allows the use of various application sources.

Correct Answer: D

QUESTION 723
A technician must add a line into HKLM. Which of the following tools would BEST enable this ability?

A. REGEDIT
B. MSCONFIG
C. RD
D. REGSRV32

Correct Answer: A

QUESTION 724
Which of the following can an Android device use to synchronize with desktop contacts? (Select TWO).

A. HDMI cable

B. CAT6 cable
C. USB cable
D. Bluetooth
E. IEEE 1394 cable

Correct Answer: CD

QUESTION 725
Joe, a user, brings a PC in for repair, reporting that his Windows PC is no longer booting and returning an error that says the OS was not found. Which of the following should the technician do FIRST?

A. Enable hard drives over 4TB to be recognized by the BIOS.
B. Change the boot order in BIOS to hard drive first.
C. Remove all optical media from the drives.
D. Change the default OS in the boot.ini file.

Correct Answer: B

QUESTION 726
Ann, a home user, brings a PC in for repair and reports that performance has become extremely slow when working on documents and viewing pictures. Which of the following suggestions should a technician make?

A. Upgrade to a solid state drive.
B. Increase the clock speed on the CPU.
C. Run the file system check tool.
D. Upgrade to a high performance video card.

Correct Answer: A

QUESTION 727
Joe, a technician, is tasked with installing Windows Vista on a new PC that came with Windows XP. He would like to preserve the data on the machine in case it is needed later. Which of the following installation methods would be MOST effective for him to use?

A. Image creation
B. Unattended installation
C. Clean install
D. In-place upgrade

Correct Answer: D

QUESTION 728

Which of the following file systems is required to install Windows 7?

A. CDFS
B. NTFS
C. FAT
D. FAT32

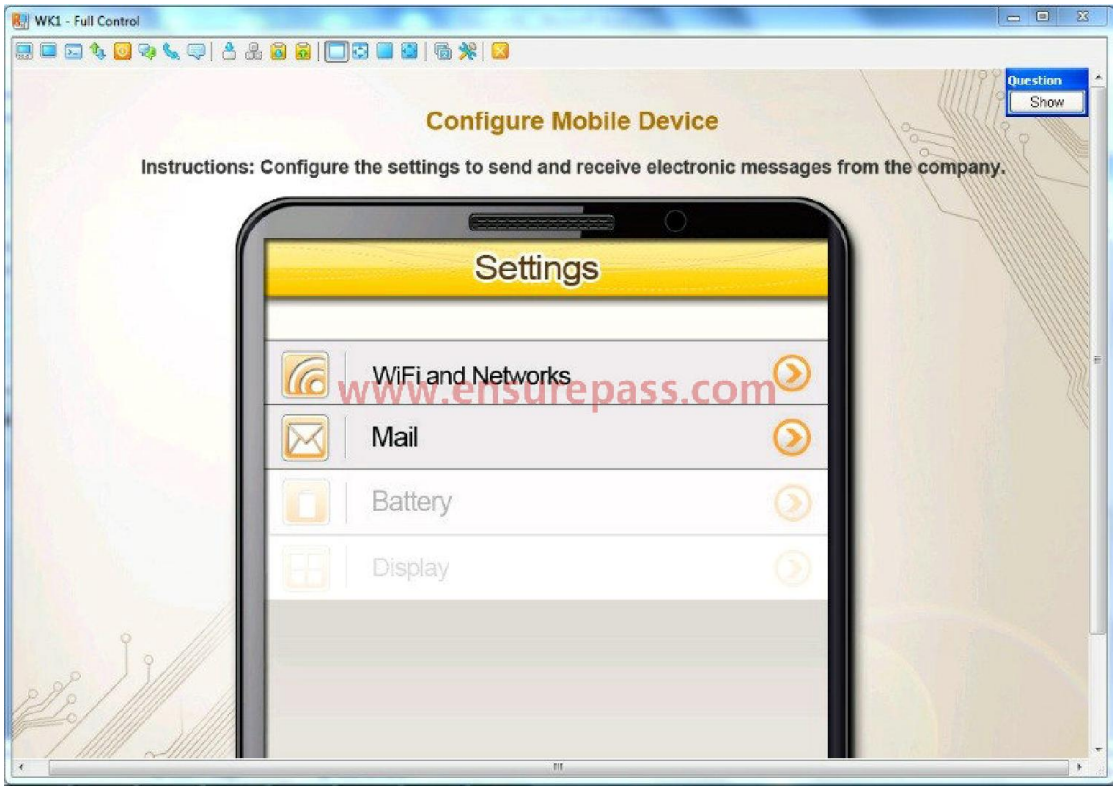
Correct Answer: B

QUESTION 729

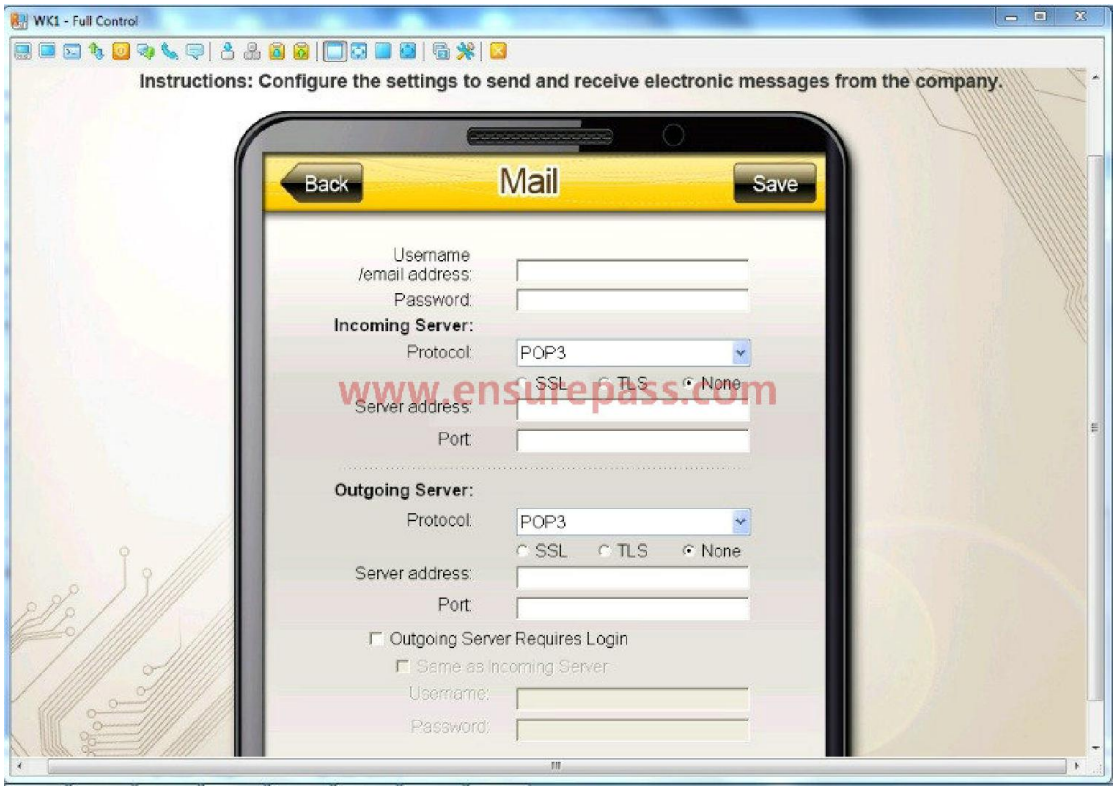
Email address tech@techies com
Password P@SSwOrd
Pop techies com Port 110 Security. None
IMAP techies com Port 993 Security SSL
smtp.techies.com Port 465 Security: TLS
Company SSID Techies
Security WPA2
Passphrase P@SSwOrd
SSID is not broadcasted

Instructions:

You are not authorized to use the Company's WLAN. The outgoing server does not require login credentials. When you have completed the simulation, please select the done button to submit your answer.

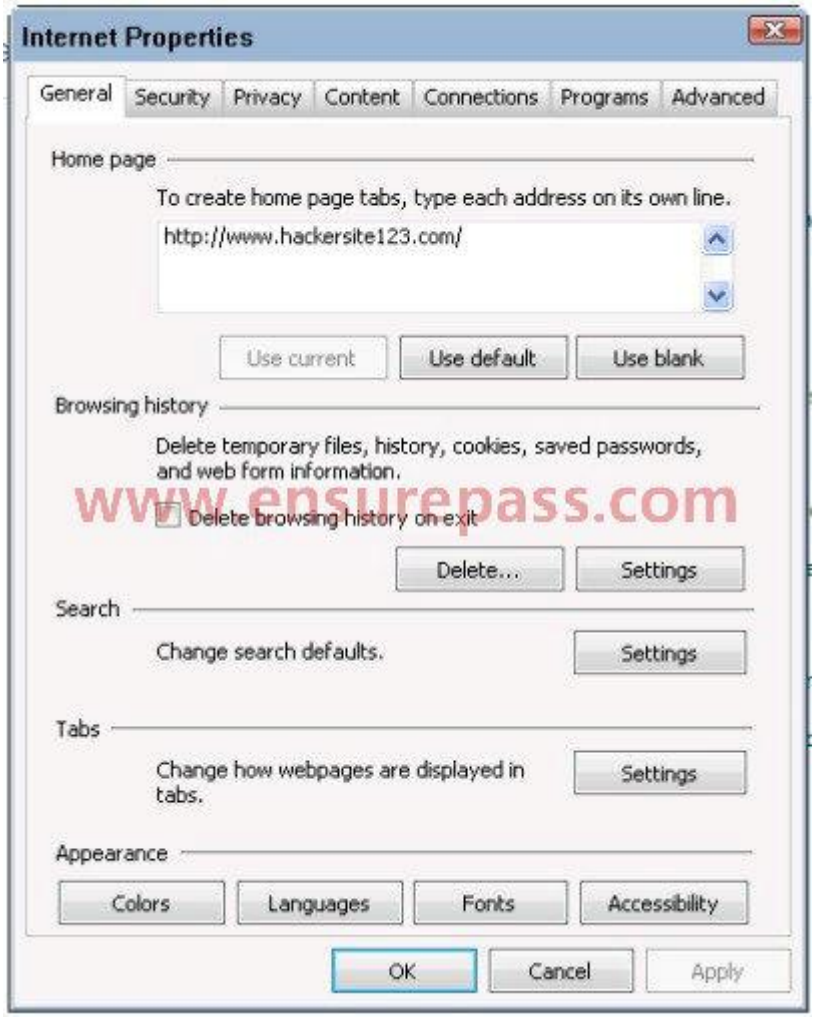


Correct Answer:



QUESTION 730

Please resolve the problem using the available tools shown- When you have completed the simulation, please select the done button to submit your answer.



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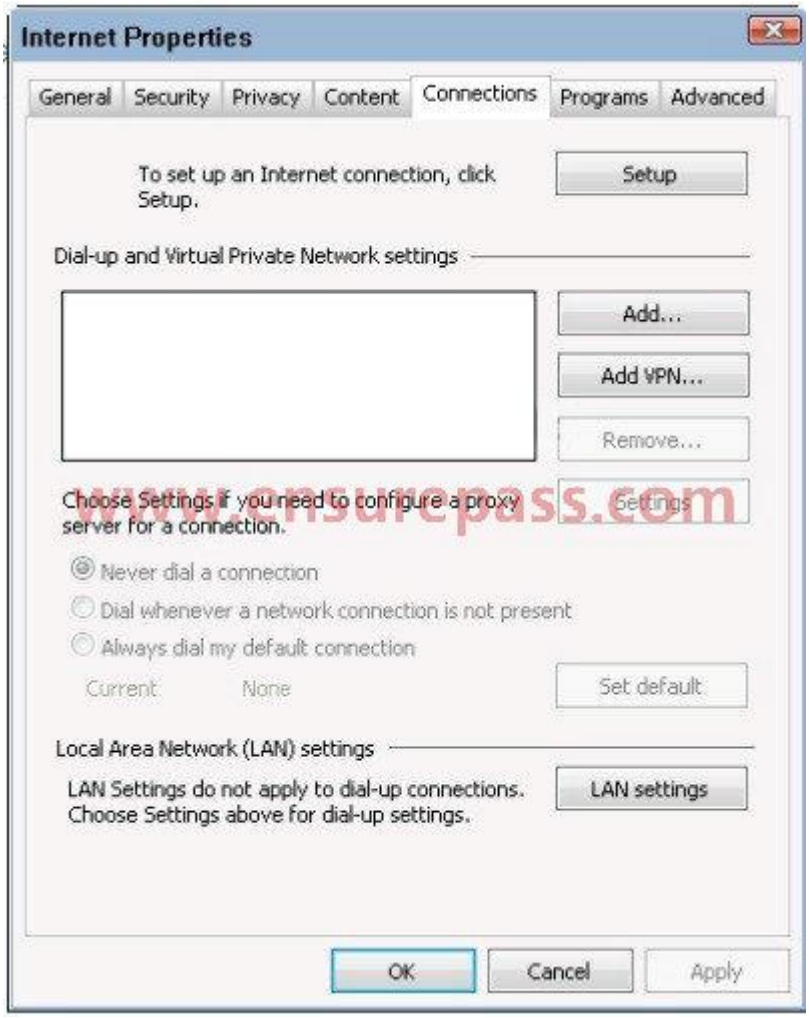
Correct Answer:



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Local Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
Address
Automatic configuration
Use a proxy server for your LAN (Three settings will not apply to dial-up or VPN connections).
Address: 127.0.0.1
Port: 5555
Advanced
Bypass proxy server for local addressed
OK
Cancel

QUESTION 731

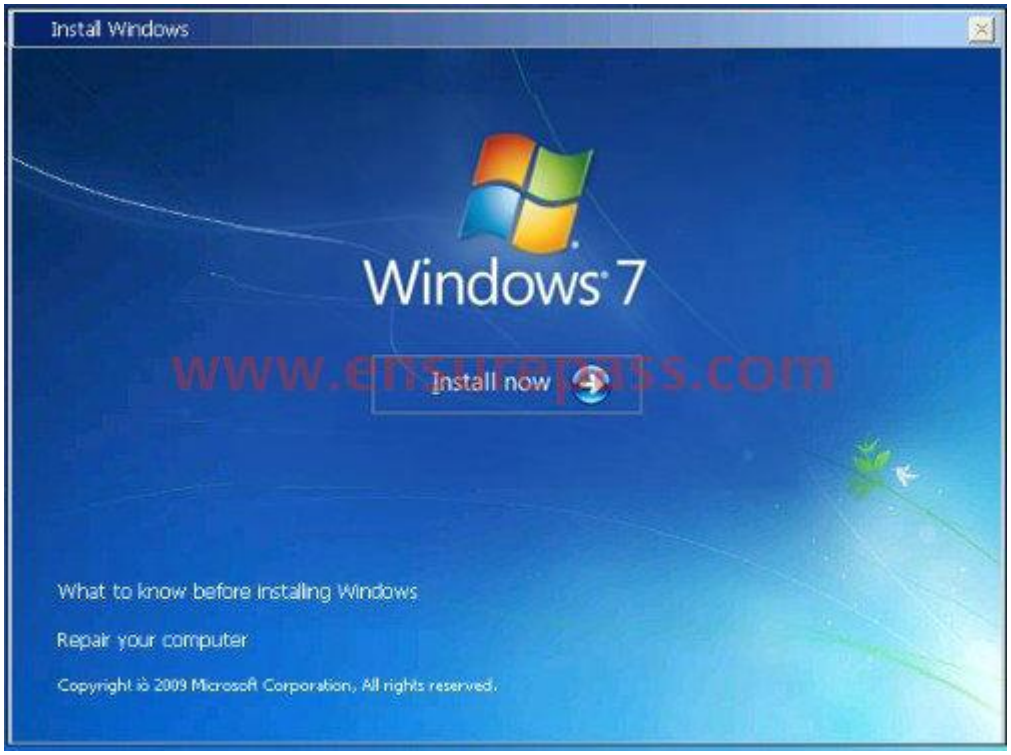
Instructions:

Launch the simulation to repair the failure.

Type Help in command line to show list of available commands.

When you have completed the simulation, please select the done button.

Correct Answer:



System Recovery Options
Choose a recovery tool
Operating system: Windows 7 on (D:) Local Disk
Startup Repair
Automatically fix problems that are preventing Windows from starting
System Restore
Restore Windows to an earlier point in time
System Image Recovery
Recover your computer using a system image you created earlier
Windows Memory Diagnostic
Check your computer for memory hardware errors
Command Prompt
Open a command prompt window
Shut Down
Restart

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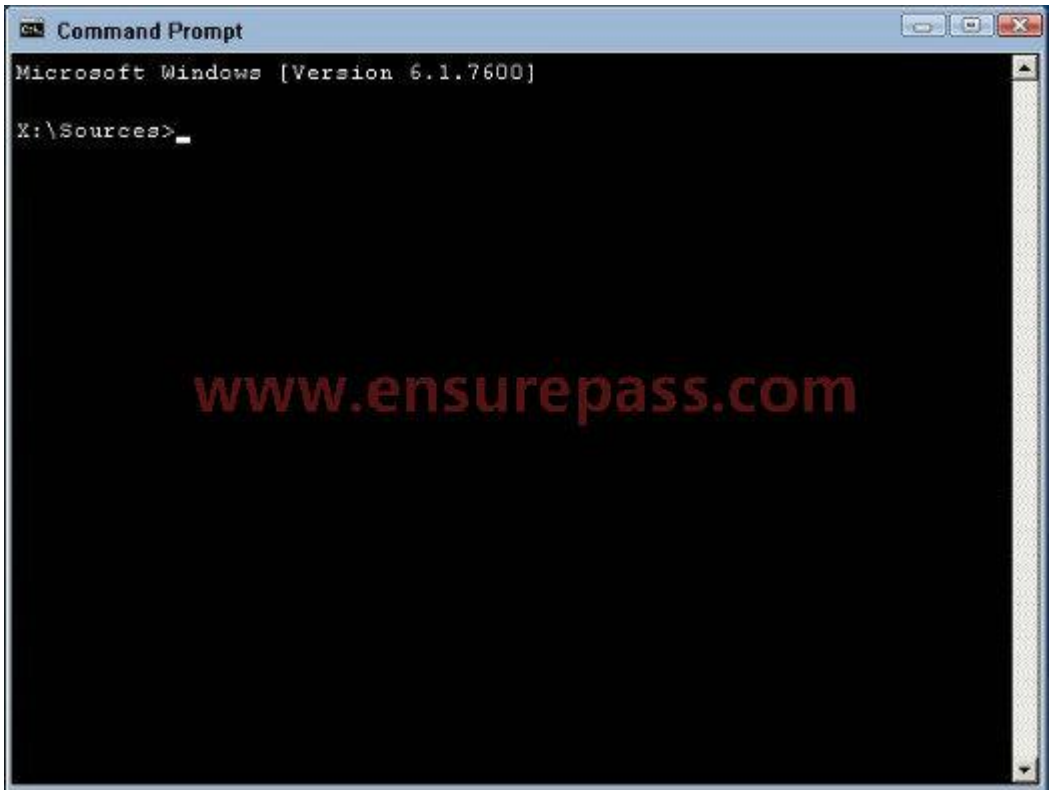
Command Prompt
Microsoft Windows [Version 6.1.7600]
X:\Sources>
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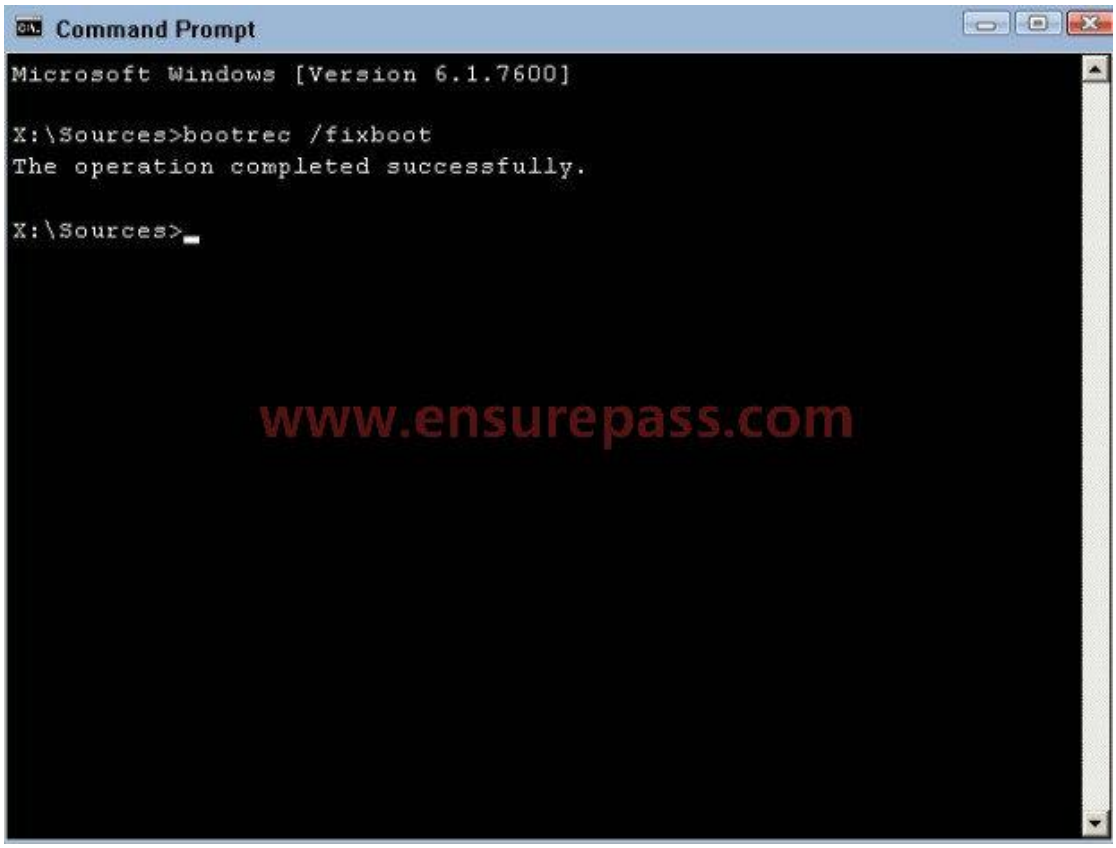
Command Prompt
Microsoft Windows [Version 6.1.7600]
X:\Sources>bootrec /fixboot
The operation completed successfully.
X:\Sources>
www.ensurepass.com

QUESTION 732

Instructions:

Using the available tools, resolve the connectivity issues. When you have completed the simulation, please select the done button to submit your answer.

Correct Answer:

ComputerB
c:\>
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ComputerA
C:\>
www.ensurepass.com

ComputerB
C:\>ipconfig /release
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix.:
IPv4 Address. . . . . .:
Default Gateway. . . . . .:
C:\>
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ComputerA
c:\>_
www.ensurepass.com

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